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ABSTRACT

This collection of policies for providing access to the collections and services of research libraries for users who are not associated with the library's parent institution includes six examples of general access policies, three documents on reference service, five statements of circulation policies, and descriptions of four cooperative agreements. General access policies from Brown, Georgetown, New York, and Northwestern Universities, the Utah College Library Council, and the University of Utah address such issues as borrowing and reading privileges, fee and nonfee access, circulation regulations and use of collections, equipment, and special facilities. Reference service policies are presented for Colorado State University and the University of New Mexico, as well as the results of a survey of reference questions in three British Columbia university libraries. User categories, lending conditions, loan regulations, and circulation policy are the focus of statements on borrowing privileges from the Universities of Alberta, British Columbia, Cincinnati and Colorado/Boulder, and Emory University. The final section presents the Duke University and University of North Carolina cooperative library lending agreement, the Infopass Program of the Illinois Regional Council, reciprocal borrowing statement of the Pittsburgh Regional Library Center, and a reciprocal agreement between State Technical Institute and the University of Tennessee/Knoxville. (RBF)

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External User Services

Kit 73

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April, 1981 #73

OMS

Systems and Procedures Exchange Center

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EXTERNAL USER SERVICES

Research libraries have long acknowledged an obligation to provide access to collections and services for users who are not associated with the libraries' parent institutions. The principle of open access to information is a basic tenet of most librarians' service philosophies, and the tradition of making materials as widely available as possible is the basis for much of the opposition to recent proposals to charge fees for various library services. However, many library administrators currently are considering the extent to which the free access tradition conflicts with their obligation to provide services primarily for the parent institution. Because increased costs and declining budgets challenge libraries' abilitities to meet institutional needs, any diversion of resources to services and materials for the outside community has become more difficult to justify.

Background. External user demands increased significantly during the decade of the seventies. The publication of Alex Haley's Roots, for example, inspired millions of Americans to undertake research on their own family histories. Their search for materials required the specialized collections most likely to be found in academic and research institutions. Concurrently, the growth in size and capability of bibliographic data bases has facilitated locating materials in such collections. One effect of this new capability is an overburdened interlibrary loan system; another is increased on-site use of library materials and requests for services regardless of affiliation.

Publicly-funded institutions find the problems of community use particularly difficult to deal with because they have traditionally accepted responsibility for serving the citizens within their governmental units. Without some visible evidence of stress, it is difficult to justify restrictions on services to local institutions and taxpayers. Private research institutions also are feeling the impact of providing services to an expanding user population, especially the ubiquitous non-affiliated academic users. Students at neighboring high schools, colleges, and universities, and scholars at nearby institutions are more apt to consult their own convenience and the accessibility of materials than to consider academic affiliation as the prime determinant of library use.

Policies and Practices. In the past, external user policies most often consisted of statements regarding borrowing privileges for individuals and special groups. More recently, however, librarians have become aware that on-site use of their facilities involves a number of hidden costs. External users normally comprise a rather small minority of the library's user population, but they compete with faculty and students for materials and services.

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At least one major research library has conducted studies to determine the nature and extent of external user demands, but most libraries have not undertaken systematic assessments. Rather, administrators often have modified existing policies to categorize borrowers more specifically, and they have frequently made special inter-institutional agreements to accommodate the needs of students and faculty members of nearby colleges and universities. Some have adopted differential pricing policies for services that are normally priced, such as photocopying and online bibliographic searching. External user requests for reference service and for other services normally associated with open access to the physical facilities are more difficult to analyze. Consequently, the debate over hidden costs is just beginning.

In a 1980 survey of ARL members, the Office of Management Studies found that 61 out of a total of 64 institutions responding had written formal policies for external user access and services. Fully 70%, or 45 libraries, had modified their policies within the past five years. A minority of the respondents, 19 institutions, indicated that they had instituted some kind of user fee during the past five years. Only eight libraries, however, had actually reduced external user privileges, while 23 had increased their services to outside individuals and groups. Thus it appears that rather than curtailing services, most libraries prefer to continue serving outside users and to avoid fees if possible.

The association of external user services with the imposition of user fees has been a part of the continuing debate on the subject of fees for library services. While this SPEC kit includes some documents from institutions that charge external user fees, the fee issue will be more fully addressed in a companion kit, Fees For Service, SPEC Kit #74, in May, 1981.

SPEC Kit #73 on External User Services (April, 1981) contains six examples of general access policies, three documents on reference service, five examples of circulation policies, and four cooperative agreements (112 pages). All SPEC Kits and Flyers are distributed by subscription from the Systems and Procedures Exchange Center, Office of Management Studies, Association of Research Libraries, 1527 New Hampshire Ave., N.W., Washington, D.C., 20036. Subscription and standing order forms are available from the Office [(202)232-8656]. Standing orders are available only to subscribers and ARL members. Individual kits/flyers may be purchased -- prepaid only -- for $15.00 (U.S.), plus a $2.00 per order handling charge, with checks made payable to "ARL Office of Management Studies". Subscribers and ARL members receive kits for half-price.

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GENERAL ACCESS POLICIES

ACCESS TO THE BROWN UNIVERSITY LIBRARIES

The primary goal of the libraries of Brown University is to support the instructional and research activities of the Brown academic community. The libraries also serve the State of Rhode Island as a special research center under agreement with the Department of State Library Services. In this role the libraries of Brown University serve as the last resort major research library in the statewide interrelated library system when citizens' needs are referred to Brown University according to an established procedure. Brown University libraries likewise serve as a depository for United States documents and these are available to all those who wish to use them.

The Brown University Libraries recognize their educational and cultural value to the larger community. However, since the libraries' primary goal is to support the Brown academic community, other users will be served as resources permit. The following categories of eligible users are defined.

CATEGORY I - BORROWING PRIVILEGES

A. Brown academic community:
   1. Students
   2. Faculty
   3. Staff - Exempt and Non-exempt
   4. Spouses - (other family members -- see Building Access section)
   5. Alumni (degree received)
      Validated Brown I. D. or proof of Brown association required.

B. Regular faculty and professional library staff of CRIARL Institutions presenting a valid CRIAL card.

C. Fee access

In order to accomodate individuals and industry who want to by-pass the referral system and who have legitimate needs for use of the libraries, borrowing privileges can be obtained according to the following fee schedule:

1. Business and Industry $200. yearly
   5 cards $750. yearly
   10 cards $1500. yearly

2. Public and private school teachers $100. yearly 3. Out of state faculty $200. yearly 4. Ph.D candidates from other institutions $150. yearly 5. Individuals not in the above categories who can demonstrate legitimate need, exclusive of students enrolled at another institution of higher learning $200.

yearly

A letter of verification from an employer or reference is required.

D. Friends of the Library
Members of the Friends who contribute $200. or more annually will receive a borrower's card.

CATEGORY II - BUILDING ACCESS

A. Rhode Island School of Design - A valid RISD ID allows building access.

(Maximum of 100 cards issued per year for reciprocal borrowing privileges).

B. Health Sciences Institutions-Rhode Island $20. yearly fee (without Brown Medical School affiliation) per card

1. All qualified health sciences personnel screened by hospital librarians

C. Governmental Agencies - Rhode Island $20. yearly
Federal, State, City fee per card

A letter of verificaton from the agency required. Building use only card issued on a yearly basis.

D. Non-profit Organizations- Rhode Island $20. yearly
fee per card

E. Research Libraries Group: Building access to faculty and graduate students of Research Libraries Group Institutions.

F. Children and other immediate family members of Brown students, faculty or staff.

CATEGORY III - REFERRALS

Individuals with the appropriate referral letter will be granted admittance for the time period indicated on the referral. Referrals will be accepted from the following sources:

A. Providence Public Library

B. Regional libraries:

1. Westerly
2. Barrington

GEORGETOWN UNIVERSITY

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I. Outside User Categories: General Limitations

A. Special Patrons and Fee Paying Borrowers.
   1. Given limited borrowing privileges. (refer to: Circulation Department Manual, "Eligibility Guidelines for Special Patrons")
   2. May use the general facilities as long as the Georgetown community's needs have been satisfied.

B. Students from High School Level or Lower.
   1. No use of the collections. In special cases an individual student may be given permission to use the collection by a Department Head, the Associate Librarian or the Librarian.
   2. No use of the facilities. (Unless special permission is given as noted above)
   3. No use of the equipment. (Unless special permission is given as noted)

C. College or University Students in the District of Columbia and vicinity whose schools have no library.
   1. No use of the collections.
   2. No use of the facilities.
   3. No use of the equipment.

D. College Students whose schools do not provide reciprocal privileges to Georgetown.
   1. No use of the collections.
   2. No use of the facilities.
   3. No use of the equipment.

E. Georgetown Law & Medical Students, Faculty, Staff.
   1. May borrow materials directly under the same regulations as apply to Main Campus students, faculty or staff.
   2. Law faculty may also borrow materials indirectly through inter-library loan.
   3. Closed carrels or studies are not assigned to anyone in these groups. (refer to: Reference Department Manual, "Regulations for Carrels and Studies.
   4. Some limitations are imposed in using AV equipment and facilities. (refer to: Audiovisual Department Manual, "... Services")

F. Consortium Users.
   1. Consortium faculty and graduate students are given specified borrowing privileges. (refer to: Circulation Department Manual, "Direct Borrowing Privileges at Consortium Libraries")
   2. All consortium students and faculty may use the general seating facilities.
   3. Audiovisual facilities and equipment are available to them for in house use only.

G. Individuals Engaged in Investigative Studies on Library Policies, Procedures or Operations.
   1. All such requests should be arranged for and approved in advance by the Administrative Office or the Department Head who would be involved.
   2. The Associate or University Librarian should be consulted prior to any projects that would demand staff time, or that might be considered confidential or sensitive information.

II. Use of the Collections

A. The open stacks
1. Any user who would regularly be admitted into the Library may have free access to any of the collections in the open stacks.
2. Materials lent to those other than the Georgetown University Community may include items such as books, college catalogs, vertical file material, corporation reports, audiotapes. (refer to: Circulation Department Manual or the Audiovisual Department Manual and Reference Department Manual).
3. Journals, bound or unbound, are not lent to students. Georgetown Faculty only may borrow bound journal volumes. Consortium faculty or graduate students may borrow some journals through interlibrary loan (refer to: Circulation Department Manual, "Interlibrary Loan Policies").

B. Reserve Collection
1. Priority use of the collection is given to Georgetown Students and cross-registered students.
2. Lent to others when available for use within this Library only. (refer to: Circulation Department Manual, "Reserve Services").

C. Government Documents
1. Anyone including the general public may use the materials in this collection within the building.
2. Anyone with regular borrowing privileges may borrow selected materials for one week with renewals possible.
3. The Government Documents Assistant determines which materials may be lent and for how long.

D. Microforms
1. Georgetown University community has first priority in the use of these materials.
2. Anyone with valid identification may use the materials on a space available basis. (Except persons in categories I.B, C, D).
3. Microforms are not usually lent. Occasionally they may be borrowed through Interlibrary loan with the approval of the Audiovisual Librarian.

E. Films, Audiotapes, Slides, Filmstrips, Videotapes
1. These materials (except for the Audiotapes) may be used only by the Georgetown University community for in-house or classroom use. (refer to: Audiovisual Department Manual, " ... Services").
2. Any loans or use of these materials outside the University must be approved by the University Librarian, or in his absence by the Associate Librarian.
3. Audiotapes may be borrowed by anyone with a valid Georgetown University library borrower's card.
4. No audiovisual software will be loaned to any person or group charging an admission fee or soliciting donations, at the program where the software is being used.

F. Special Collections and Archives Materials.
1. Anyone with identification may use the collections within the room (with the exception of those covered in I.B, C, C).
2. Exceptionally rare or delicate material may be used only with the permission of the Special Collections Librarian.
3. Materials are rarely lent and only with the permission of the Special Collections Librarian.
4. All users of the Special Collections Division must sign a written agreement to abide by the security arrangements regarding use of these

III User Services:

A. Reference Assistance:

1. Each librarian must determine, within general guidelines, to whom and what kind of service can be given. Consider factors such as the category of the patron, complexity of the questions, how busy you are at the time. (It is sometimes quicker to give the information sought than to explain the reasons why you cannot). The following guidelines should be used in making that decision.

a) Members of the Georgetown community must be given first priority.

b) Reference assistance requested by the University Administration is usually given immediate attention. Other University staff requests intended for more personal use should be relegated to a time available basis.

c) The Library's Special Patrons are given only limited reference service. Their benefits are limited primarily to the borrowing of books; other services are limited. Library Associates, however, are to be given every courtesy and assistance on a time available basis. (refer to: Circulation Department Manual, "Direct Borrowing Privileges at Consortium Libraries" and "Special Patron Privileges-Fee Category").

d) Individuals or institutions not connected with the University will be given assistance if they are doing serious research in areas where our collection is unique and substantial. Otherwise service to outsiders is kept to a minimum. Individuals making inquiries requiring extensive assistance are referred to other appropriate libraries.

2. Telephone services:

a) Books: we will search the card catalog to see if they are in the collection, with a maximum of three items per call. Specific authors or titles will not be given unless there are less than three items listed in the catalog. The circulation printout will be checked, but not the stacks.

b) Subjects: we will search the card catalog to determine if we have books on a particular subject and will give a general indication of the extent of our holdings.

Specific authors or titles will not be given.

c) Periodicals: we will search the serials printout to see if we have a title, with a maximum of three titles per call. We will not check the stacks. The Consortium Union List will be searched if there is time.

Requests in regard to whether a particular issue has been received are referred to the Serials Department when they are open. The Reference staff must use their own judgement as to whether they have time to do this when Serials Office is closed.

d) Questions such as simple bibliographical or biographical information, address, etc., will be answered for anyone.

All other question from non-Georgetown University individuals will be answered only as time allows. Usually they will be asked to call their own library or a public library.

e) Research questions will be accepted only from Georgetown faculty members.
Georgetown students will be asked to come in to help in the search. No research will be done for individuals outside of the University unless it deals with a unique collection here or within the University.

3. In-person assistance:

a) We will give some help to anyone (except those people denied access as indicated under I.-B., C., & D.) who comes to the desk with a question on how to use the catalog or printout, how to locate specific material, or how to use a specific reference tool.

b) If assistance is needed in locating material in the stacks, the person is referred to the Circulation or Serials Department.

c) Usually individuals are expected to make the initial search in the card catalog themselves. If they have trouble, we will then help them.

d) Members of the Georgetown University community are given as much help as needed with research problems. Persons from outside the community will be given only minimal help.

B. Library tours:

1. Groups not associated with the University must make requests for general tours to the Reference Departmen- in writing at least one week in advance. Typical groups in this category are foreign visiting librarians and library school students. These tours will be given only if staff time is available and if the Reference Librarian feels the group has a legitimate purpose for the tour, or if requested by the University Librarian or Associate Librarian.

2. Requests for tours by distinguished visitors, University Administrativ personnel and the like should be referred to the University Librarian's office.

3. Visitors who request tours of specific areas or facilities, e.g. automation activities, audiovisual facilities, etc., should be referred to the appropriate department head.

C. Bibliographic lectures:

1. These are not available to non-Georgetown groups or individuals.

D. Interlibrary loan

1. This service is not available to non-Georgetown individuals or to Special Patrons.

E. Recommendations for purchase of material

1. Any user of the library is welcome to make recommendations for the addition of books or journals to the collections. Recommendation forms are available at all public services desks and in quantity from the Acquisitions Department.

2. If requested, we will notify any Georgetown University individual or Special Patron when the item recommended is avaialble.

IV. Use of Equipment

A. Typewriters

1. There are no typewriters available for lending to anyone.

2. In genuine cases when a typewriter is needed for a very brief period of time, the Circulation Department may allow the use of one of its typewriters to Georgetown University individuals.

B. Telephones

1. A telephone is available to anyone near the Guard's desk in the main lobby for on campus calls. (Exchange 625 only)

2. All other calls must be made from a pay phone. These are located in the main lobby and on the first floor in the faculty office area.

C. Copying machines:

1. Coin operated copying machines may be used by anyone. (With the exception of those covered under I.B, C, D).

2. Anyone may have material copied on the Xerox machine located in the Copying Services, consistent with copyright regulations. (With the exception of the one covered under I.B, C, D). Georgetown users are given priority.

3. Anyone may use the microform readers and printers. (With the exception of the one covered under I.B, C, D). Georgetown Users are given priority.

4. Use of the Ditto machine for copying is restricted to Georgetown University individuals. Transparencies will be made on this machine for anyone (with the exception of those covered under I.B, C, D).

5. Change is available to anyone through the bill changer in the lobby, at the Copying Services Desk, or at the Circulation Desk at those times when the bill changer is out of service or Copying Services is closed.

D. Audiovisual:

1. Equipment located in the open carrels and booths in the Audiovisual Department may be used by anyone. (with the exception of those covered under I. B, C, D). Georgetown University users have the priority.

2. Individual pieces of equipment such as projectors, recorders, etc., are lent only to Georgetown University persons for classroom related projects.

3. Use of the photographic services is restricted to Georgetown University users.

4. No equipment is lent to any person or group charging an admission fee or soliciting donations at the program where the equipment is being used.

E. Furniture

1. Folding tables and easels are lent to Geogetown University individuals or groups only for use in activities taking place immediately in front of the library. These may be borrowed through the Circulation Department. They are also lent by the Housekeeping Department. Application should be made directly to them.

2. No other furniture, book trucks, bookcases, etc., are lent to anyone. Any rare exceptions to this would need the advanced, written approval from the University Librarian.

F. Minor Supplies

1. The library will give out a few paper clips or sheets of scrap paper on request.

2. 3 ring punches and staplers may be used at the various public service desks or Administrative Office.

G. Bibliographic Resources:

1. Materials in the Reference Department are not usually lent to anyone. Exceptions for specific items may be made by the Head of the Reference Department.

2. Bibliographic sources located in the Technical Services may be consulted only with the prior approval of the Head of the Department where the item is located or in his or her absence by the next person in charge; or by the Associate Librarian or Librarian. Use of materials in these areas by non-Georgetown individuals is not encouraged.

H. Reference Collections:

1. Any user who would be admitted to the Library may have access to the collection.

2. Only limited help will be given in interpreting the collections. (See: Section III. A.)

3. College catalogs, vertical file materials and corporation reports may be borrowed by anyone with a valid Georgetown Library borrower's card.

4. Other reference materials are not lent to anyone outside the University.

V. Use of Special Facilities and general seating:

A. Group Discussion rooms

1. These rooms are for the use of Georgetown University individuals first.

2. Georgetown University persons may reserve their use; non-Georgetown University persons may not.

3. All matters pertaining to these rooms are handled through the Reference Department.

B. Typing Rooms:

1. These rooms are available on a first-come, first-served basis to any Georgetown University person, for use as a typing room.

2. Non-Georgetown University persons may use them only if no Georgetown University persons want them. (Except those covered under I. B, C, D).

3. Anyone using a typing room for non-typing purposes must yield the room to anyone needing it for typing.

C. Closed carrels and studies

1. These rooms are available to Georgetown faculty and graduate students who are utilizing the resources of this library's collections. (refer to: Reference Department Manual, "Library Studies for the Faculty Regulations" and "Library Carrels for Graduate Students Regulations").

2. Assignments to these rooms are handled by the Reference Department.

D. Audiovisual Classrooms:

1. These are available only to Georgetown classes or meetings requiring use of audiovisual equipment and facilities. Class use has priority over other kinds of meetings. (refer to: Audiovisual Department Services Manual.)

2. Assignments to these rooms are made through the Audiovisual Department

E. General open seating

1. Use of any open seating is allowed to anyone. The exception is high school students or below, and college level students whose school has no library or whose school allows no reciprocal privilege to Georgetown University Students.

2. During periods of heavy use (e.g. exam time), all outsiders are discouraged from using the seating library. It is recognized, however, that unless identification of non-Georgetown University persons is made at the point of entry, their exclusion is impractical.

F. Special Collections Reading Room:

1. Open to anyone who is using materials in this Division.

G. Blind Students' Study Room

1. For the use of blind students from Georgetown and their readers only.

2. Permission to use this room is handled by the University Librarian.

H. Bulletin Boards, Exhibit Space, Give Away Pack

1. All notices on bulletin boards must be approved and stamped by the Reference Department. In general items placed on these boards should be of informational or cultural events of interest to the Georgetown University community. Advertisements by companies or by individuals are not permitted. Personal messages may be placed on the one designated area of the Main Lobby Kiosk.

2. The use of exhibit cases in the main lobby is scheduled through the Audiovisual Department. (Usually for a one or two week period). Exhibits prepared by Georgetown University individuals or groups are given first priority. No commercially oriented displays are permitted. In the case of questionable exhibits that are proposed, the University Librarian will decide.

3. The kiosk and bulletin boards in the main lobby are reserved for official University notices and posters advertising events either sponsored by University groups or taking place on campus. (With the exception of the one "personals" section of the kiosk).

4. Notices posted in any other areas of the library (on windows, doors, walls, etc.) will be removed and discarded.

5. Material may be placed in the "give away" rack with the approval of the Reference Librarian. The Reference Department is responsible for the maintenance of this area.

I. Book Lockers

1. These are available to certain categories of Georgetown University students only.

2. Assignments are made through the Reference Department (refer to: Reference Department Manual, "Locker Regulations")

J. Woodstock Theological Center Library

1. This facility is open to anyone using materials from their collections.

K. Other libraries on campus.

1. Several other small, specialized libraries exist. A description of the materials in these libraries and access to each library is available at the desks in Reference, Circulation and Science.

L. Soliciting

1. Soliciting or distribution of materials within the building is prohibited to anyone.

BOBST LIBRARY
Building Services

USER POLICY STATEMENT

INTRODUCTION

This user policy statement details the extension of library privileges in the Bobst Library.

There are four major categories of users:

Short term
Long term
NYU members without permanent photo ID who receive borrowing privileges
NYU members with permanent photo ID cards

The policy statement is divided into four sections which describes the conditions for the granting of library cards and the privileges and restrictions extended to each type of user.

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All other special categories of user applicants should be referred to the Building Services Office, main floor, room 151, Monday-Friday 9am-5pm Bobst Library; or call ext. 3260.

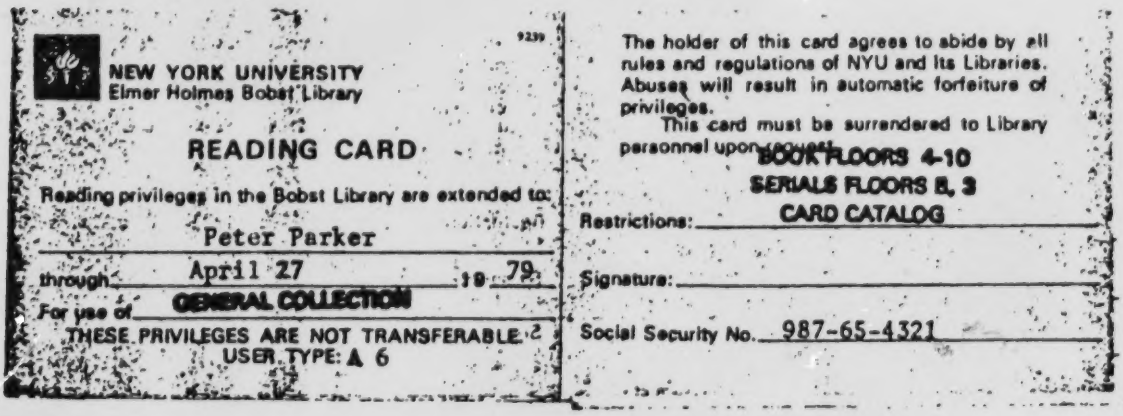
SECTION 1 VISITORS FROM OUTSIDE THE NYU COMMUNITY

Visitors are generally permitted reading privileges in the general collection in the Bobst Library for a period from one day to two weeks consecutively for any one semester depending upon the category of use.

Applicants for use of the Bobst Library must provide proper documentation of need to use the research facilities of the Bobst Library, as specified under each category of user.

During periods of peak demand for research services from NYU members the library will not accept new applications for visitor passes. This applies specifically to public holidays and to six weeks at the end of each semester. Any special requests should be referred to the Readers Services Office, ext. 3260.

Type A (visitors) library users are issued RED cards which indicate the patron's name, the period of validity, and the category of User Type. The restrictions are indicated on the reverse side of the User Card. The details of the scope of privileges can be found in th this policy statement under the category type.


NEW YORK UNIVERSITY
Elmer Holmes Bobst Library

READING CARD

Reading privileges in the Bobst Library are extended to:

Peter Parker

through April 27 19 79

For use of GENERAL COLLECTION

THESE PRIVILEGES ARE NOT TRANSFERABLE

USER TYPE: A 6

The holder of this card agrees to abide by all rules and regulations of NYU and its Libraries. Abuses will result in automatic forfeiture of privileges.

This card must be surrendered to Library personnel upon request.

Restrictions: BOOK FLOORS 4-10
SERIALS FLOORS B, 3
CARD CATALOG

Signature:

Social Security No. 987-65-4321

NOTE THAT USERS IN CATEGORY A ARE NOT EXTENDED SPECIAL SERVCIES INCLUDING I.L.L., COMPUTER BIBLIOGRAPHIC SEARCHING, SPECIAL RETRIEVAL OF MATERIALS FROM CLOSED STACKS AND DESK SERVICES

PRESENTATION OF USER CARD The User is required to present the RED User Card at the entrance to the Bobst Library each time he/she enters the building and is required to relinquish the expired User Card to the attendant at the entry turnstile or to the security guard. Visitors are required to present the User Card upon request by Library Staff.

ADMITTANCE. Users in Category A will be permitted to use the library during the specific period of validity indicated on the User Card, and may be subject to restrictions during holidays. Users must sign-in at the entrance desk after display of card at each admittance to the builidng.

Type A Limited Reading Privileges

A1. Faculty -- Other School

Document Required: Letter from librarian with personal I.D.
Period of Use: One day to two weeks per semester
Renewability: No
Fee: None
Type of Use: Reading in collection area specified in letter of referral

A2. Government Documents

Document Required: Drivers license or other personal I.D.
Period of Use: One day
Maximum Use Period: Consult Documents Librarian
Renewability: Yes
Fee: None
Type of Use: Reading of Government Documents only

A3. Special Collections/Fales

Document Required: Drivers license or other personal I.D.
Period of Use: One day
Maximum Use Period: Consult Special Collections/Fales Librarian
Renewability: Yes with approval of Special Collections Librarian
Fee: None
Type of Use: Reading in Special Collections/Fales Library under supervision of Special Collections/Fales Librarian

A4. Student - Other School

Document Required: Letter from librarian with school I.D.
Period of Use: One to 14 days per semester, consecutive
Renewability: No
Fee: None
Type of Use: (Same as A1.)

A5. Tamiment Collection

Document Required: Drivers license or other personal I.D.
Period of Use: One day
Maximum Use Period: Consult Tamiment Librarian
Renewability: Yes
Fee: None
Type of Use: Reading in Tamiment only.

A6. Other

This category refers to special cases as designated by authorized Library personnel.

SECTION II PATRONS RECEIVING EXTENDED READING PRIVILEGES

Category B users include those to whom the University wishes to extend long-term reading privileges in the Bobst Library. These include those who are doing research for NYU on a contract, Alumni, community residents and those paying the semester fee, etc.

Type B users are permitted reading privileges for extended periods from one semester to one year, as specified on the User Card and detailed under each category in the following part of this Policy Statement.

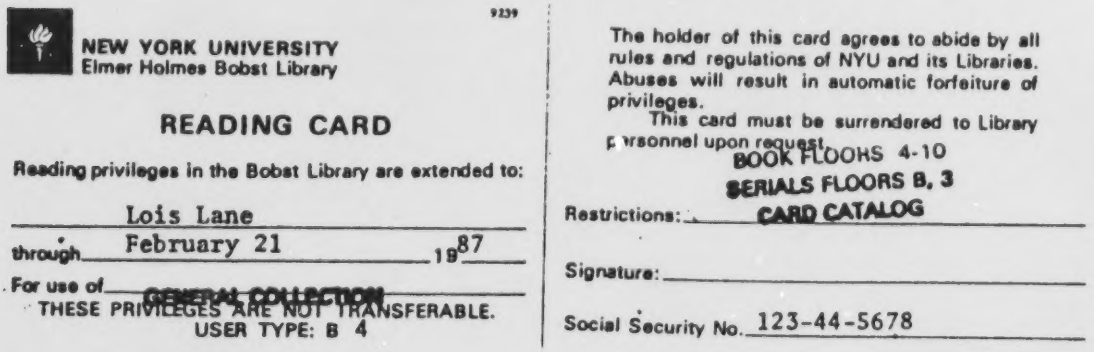
Special services are extended to or withheld from each category as specified on page 6 and on the User Card.

The special services permitted to or withheld from each category are detailed according to the following code:

1. researching in the general collection
2.
3. computer bibliographic search
4. special storage retrieval (closed stacks)
5. reserve collection use
6. ordering material through I.L.L.

Applicants for use of the Bobst Library must provide proper documentation as specified under each category type.

Type B (extended use) library users are issued BLUE cards which indicate the category of User Type. The restrictions are indicated on the reverse side of the User Card. The details of the scope of privileges can be found in this Policy Statement under the category type.



9239

NEW YORK UNIVERSITY
Elmer Holmes Bobst Library

READING CARD

Reading privileges in the Bobst Library are extended to:

Lois Lane

through February 21 19 87

For use of GENERAL COLLECTION

THESE PRIVILEGES ARE NOT TRANSFERABLE.
USER TYPE: B 4

The holder of this card agrees to abide by all rules and regulations of NYU and its Libraries. Abuses will result in automatic forfeiture of privileges.
This card must be surrendered to Library personnel upon request.

Restrictions: BOOK FLOORS 4-10
SERIALS FLOORS B, 3
CARD CATALOG

Signature: _____

Social Security No. 123-44-5678

PRESENTATION OF USER CARD The User is required to present the BLUE card at the entrance to the Bobst Library each time he/she enters the buildng, and is required to relinquish the expired User Card to the attendant at the entry turnstile or to the security guard. Type B users are required to present the User Card upon request by Library Staff.

ADMITTANCE Type B users amy enter the library at any time during the period of validity of the User Card. Users must sign-in at the entrance desk each time he/she enters the library and after display of card to guards.

TYPE B - EXTENDED READING PRIVILEGES

B1. Non NYU Research Assistant

Document: NYU Referral/LibraryPrivileges form signed by the Dean or authorized persons
Period of Use: Term or as specified on form
Renewability: Yes
Type of Use: Reading in general collection and documents related to research specified in sponsor letter.
Borrowing only if specified in letter - see pg.10, C-10

B2. NYU Alumni

Document: Alumni Federation Card
Period of Use: Current membership
Renewabiligy: Yes, based upon membership renewal
Type of Use: Reading in general collection and Documents excluding 3,4,5,6*

B3. Persons Having Paid the Semester Fee

Document: Personal I.D. (e.g., driver's license)
Period of Use: 4 months
Renewability: Yes
Library Fee: $150.
Type of Use: Reading, including 1,3,4,5,6*

B4. Special Programs

Document: NYU Referral/Library Privileges form signed by the Dean or authorized persons
Period of Use: As specified on form
Renewability: Yes
Type of Use: As specified on form

B6. Washington Square Community

Document: Proof of residence (e.g. lease, utility bill + personal ID)
Period of Use: One calenday year
Renewability: Yes
Library Fee: $25.00
Type of Use: Reading in general collection and Documents excluding 3,4,5,6*

B7. Other

This category refers to special cases as designated by authorized Library personnel.

Refer to page 5 for coding definitions

SECTION III. NYU COMMUNITY MEMBERS WITHOUT PERMANENT I.D. CARD

Type C Users are those who belong to certain classes of NYU Community who may not ordinarily be issued permanent identification cards and v validation by the Bursar's office.

Applicants in this category who apply for Bobst Library User Cards are required to provide the proper credentials or documentation as specified under each category of user in the following part of this Policy Statement.

The NYU Referral/Library Privileges form is to be completed and signed by the Dean or authorized person(s) from the sponsoring school(e.g., WSUC, SEHNAP,GPA,etc.) for the categories marked with an asterisk - *. In most of these cases, a blue Bobst C (circulating) or red Bobst R (reading) sticker will be placed over the torch in the upper left hand corner of the green and white General I.D. card.

Type C users are permitted borrowing privileges for the period of val validity specified for the user type. The restrictions of service to be provided are specified under each category according to the following code:

1. Researching in the general collection
2. Borrowing privileges
3. Computer bibliographic search
4. Special storage retrieval (closed stacks)
5. Reserve collection use
6. Ordering material through Interlibrary Loan

Type C library users are issued YELLOW cards, except those with valid Photo Id, which indicate the category of User Type on the front bottom face of the User Card. The restrictions or borrower type is indicated on the reverse side of the card under "restrictions".

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NEW YORK UNIVERSITY
Elmer Holmes Bobst Library

BORROWER CARD

Borrowing privileges in the Bobst Library are extended to: Tom Sawyer
through February 1 19 83

THESE PRIVILEGES ARE NOT TRANSFERABLE.

USER TYPE: C 4

LABEL

Restrictions: res. borrowing only

Signature:

Social Security No.: 768-43-2756

PRESENTATION OF USER CARD The User is required to present the YELLOW card at the entrance to the Bobst Library each time he/she enter the building, and is required to relinquish the expired User Card to the attendant at the entry turnstile or to the security guard. Type C users are required to present the User Card upon request by the Library Staff.

ADMITTANCE Type C users may enter the library at any time during the period of validity of the card.

VALIDATION YELLOW Borrowers cards must be validated at the Circulation desk prior to use of the Bobst Library facilities.

GENERAL I.D. (green & white) cards are validated with a Bobst C or R sticker from the Building Services office; a zebra label from the Circulation desk; and a University validation label from the Bursar's office.

TYPE C BORROWING PRVILEGES

C1. Affiliated Institutions *

Document: Library Privileges form and Photo ID (general ID)
Period of Use: Semester or academic year as specified on form or as indicated on University validation label
Renewability: As per letter of agreement
Type of Use: Full library privileges

C2. Dissertation Student - Matriculation maintained *

Document: Letter of matriculation from Dean and Photo ID (general ID)
Period of Use: Semester
Renewability: Yes
Type of Use: Full library privileges

C3. Families of Full Time Staff/Faculty/Administration *

Document: Library Privileges form, letter of sponsorship, and Photo ID (general identification)
Period of Use: As per University validation label
Renewability: Yes
Type of Use: Reading and borrowing excluding 3,4,5,6**

C4. Honoraries - (Trustees, Gallatin Associates, Emeritus - family)

Document: Library Privileges form and Photo ID (faculty/admin.)
Period of Use:
Renewability: NO validation required
Type of Use: Regular faculty privileges

C5. Part-Time Faculty*

Document: Library Privileges form and Photo ID (general identification)
Period of Use: Semester
Renewability: Yes
Type of Use: Regular faculty privileges

C6. School of Continuing Education *

Document: Photo ID (general identification)
Period of Use: Semester
Renewability: Upon display of NYU validation sticker
Type of Use: Regular borrowing excluding 3,6

C7. Summer School Student *

Document:Photo ID (student)

C8. University Appointed Visiting Scholar *

Document: Official University letter, Photo ID (general ID)
Period of Use: Term of appointment
Renewability: Yes
Type of Use; Regular faculty privileges

* NYU Referral/Library Privileges form

TYPE C - BORROWING PRIVILEGES con't.

C9. Part-time Staff and Administration .

Document: Photo ID (general ID)

C10. Other

This category refers to special cases as designated by authorized Library personnel.

e.g., Courtesy guests of the Dean of Libraries, University, special students with sponsoring advisors, NYU students completing incompletes, Non-NYU research assistant sponsored by an NYU faculty member for borrowing.

SECTION IV NYU MEMBERS WITH PERMANENT IDENTIFICATION CARDS

The following members of the NYU Community are issued permanent (plastic) identification cards by the Bursar:

Faculty
Administrative and Staff employees - permanent full time
Matriculated students
Emeritus faculty

A. Faculty and Administrative and Staff Employees and Emeritus Faculty.

These categories are issued plastic identification cards during the first month after employment. Validation labels are issued at the same time.

Any individual entitled to a permanent identification card should be referred to the Personnel Division to inquire about a temporary identification card.

Validation labels are issued to faculty and employees each October. Anyone without a current validation label may not be extended library privileges. They should be referred to the Readers Services Office.

Lost I.D.'s. Any faculty or other employee should inquire at the Benefits Office of the Personnel Division for a replacement.

B. STUDENTS:

1. UNDERGRADUATES:

Undergraduate students in a degree program are issued a permanent Identification Card and a validation label.

An undergraduate is issued a validation label only for the semester in which he/she registers. Undergraduates who do not register for courses in any semester are not eligible for library privileges in that semester.

In extraordinary cases where the undergraduate student has incomplete grades outstanding which he wishes to make up and for which use of the library is needed, must be registered by the Readers Services Office. The student must furnish the Readers Services Office with a letter from the student's advisor or department chairman indicating the following:

(a) name and program of the student.
(b) the student's social security number.
(c) the period of use requested (e.g., through Spring term).
(d) type of privileges to be extended.
Reading privileges are normally extended except where the advisor or department chairman offers to assume personal responsibility for borrowed material

SECTION IV. NYU MEMBERS WITH PERMANENT IDENTIFICATION CARDS (cont.)

2. GRADUATE STUDENTS.

Graduate students are matriculated according to the definition of the department or division in which they are registered. Students should consult the Dean of their division in order to determine their matriculation status and to obtain the documentation of their matriculation status.

The Office of the Dean of the appropriate division will issue letters of matriculation to students who qualify. This letter should be submitted to the Bursar in order to apply for current validation label. Should any problem arise with the Bursar's Office the student should bring the letter of matriculation to the Readers Services Office.

3. SUMMER STATUS.

Any graduate student matriculated in the Fall or Spring term is eligible for summer library privileges. This includes full borrowing privileges.

C. ADMITTANCE TO THE BOBST LIBRARY

Faculty, staff and students must present their identification cards with the current validation label visible to the entry attendant, each time they enter the building. Any one without a proper identification will be referred to the Security Guards Office for verification of status. Any problems will then be referred to the Readers Services Office (Room 151).

USE OF BOBST LIBRARY FACILITIES.

Reading privileges in the General Collection, journals and documents is extended to all members of the NYU Community.

Circulation privileges are extended based on the status of the individual (student, faculty status) and delinquency status.

Special services include use of Interlibrary Loan, Computer bibliographic searching, special storage retrieval, holding and reserving of materials, and use of Reserve Room materials. These privileges are extended according to library policy.

Abuse of library privileges may result in the revoking of all or part of an individual's privileges in the library.

TEMPORARY LIBRARY PASS (Day Pass)

Individuals who have forgotten their identification cards are referred to the Security Office for registration and validation. The Security Office will furnish the student a Day Pass which is valid for internal library transactions. In order to use the Day Pass for circulation privileges and Reserve Room material, the Day Pass must be validated by the Circulation Department.

New York University

Elmer Holmes Bobst Library
Building Services

70 Washington Square South
New York, N.Y. 10012

SUBJECT: SEMESTER FEE

Persons/institutions wishing circulating privileges of the Bobst Library, to support a commercial or educational endeavor and who are not members of the NYU Community may apply for the Library Semester Fee program by seeing the secretary of the Reader Services office, room 151, Monday - Friday, 9 am - 5 pm. The fee is $150. per individual, for 4 months use and is renewable on the basis of a good standing (clear) record with the library.

Requests from institutions must express in writing, responsibility for the individual(s) who will be using this collection. Overdue notices will be sent to the sponsoring agency's attention.

Requests from individuals must express in writing, their unique need and an affiliation showing good standing (e.g., P.E.N., Author's League, NYU Alumni) or a letter of support from their publisher or Dean of their school.

Services permitted are:

Regular borrowing
Researching in the general collection
Computer bibliographic search
Special storage retrieval (closed stacks)
Reserve Collection use
Ordering material through I.L.L.

FOR READER SERVICES OFFICE

1. Issue ID Card Authorization card for photo ID

2. Register on Green Registration card, and type on back:
   "I will observe all NYU library rules. I understand it is my responsibility to keep informed of the circulation regulations and fines schedule."

   _____
   signature

3. Register on yellow computer card
   PATCAT - P
   SCAT - 1432
   write on bottom ICATOR -A
   write on top right hand - LIBRARY SEMESTER FEE

4. Affix blue C sticker over torch (upper left hand corner of ID)

rev. 5/79

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NORTHWESTERN UNIVERSITY LIBRARY
Reference Department
Evanston, Illinois

Policy for Service to non-Northwestern Users

Unlimited access to the Library has resulted in a large increase of non-Northwestern users. Their requests for instruction in library use and reference guidance have encumbered efforts to meet the needs of Northwestern students and faculty. Because the Library's primary obligation is to Northwestern-affiliated users, it has become necessary to limit services to non-Northwestern users. The Library's policy for guest borrowers already indicates that "Library services and facilities for non-Northwestern readers are limited to personal consultation of the collection in accordance with established library regulations, and do not ordinarily include reference or public services excepting on an occasional basis to be determined by the Assistant University Librarian for Public Services."

In keeping with the above policy only the following reference services will be provided for in-person and telephone queries:

1. Information: Questions concerning the University and Library.

2. Ready reference: Simple questions which can be readily answered by one source.

3. Holdings: Not more than three titles.

Substantive reference questions will be answered only when another library has contacted the Reference Department or referred their reader to Northwestern with an Infopass card. Reference staff will not instruct non-Northwestern users in preparation of bibliographies or research procedures.

NUL022173

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UCLC GUIDELINES
FOR
COMMUNITY USE OF ACADEMIC LIBRARIES

I. PURPOSE OF ACADEMIC LIBRARIES

The college and university libraries of Utah exist primarily to support the teaching and research functions of their institutions, but also feel a responsibility to support appropriate information needs of community patrons in cooperation with other libraries in the state.

II. DEFINITION OF COMMUNITY

The community shall consist of residents of the state of Utah, but individual UCLC libraries may establish broader or narrower limitations based on the policies of their supporting institution or local needs and arrangements.

III. BASIS FOR COMMUNITY SERVICE

Academic libraries must first fulfill the information and research needs of their academic communities, but to the extent that resources and materials allow, offer their facilities, services, and collections for appropriate uses to community patrons. Community patrons, however, may be required to purchase special permits for borrowing privileges depending on the policy of the individual UCLC library. In offering library services to the community, care must be taken to assure that reliance on academic libraries does not encourage other libraries to abrogate their moral and legal obligations of providing adequate collections and services to their own patrons. Indeed, the only sound basis on which any reciprocal network can provide adequate services and resources is for all members to be as strong as possible.

IV. ACCESS

Community patrons are encouraged to use the resources and facilities of their community libraries before seeking help from academic libraries. Public libraries have access to the collections of the academic libraries through the interlibrary loan service of the Utah State Library, and community libraries may also refer patrons to a local academic library with whom they have worked out reciprocal agreements. However, community patrons are free to use the collections of all UCLC libraries on the premises. Loan privileges for appropriate uses may also be granted by individual UCLC libraries but may require a fee or special permit.

V SERVICES PROVIDED

Community patrons will have access to all library materials and services available to the academic community subject to the access restrictions or circulation regulations required by the individual UCLC library.

POLICY FOR COMMUNITY USE OF THE UNIVERSITY OF UTAH LIBRARIES

I. Purpose of the Library

The purpose of the University of Utah Libraries is to provide and organize a collection of books and other recorded materials sufficient to support the scholarship, teaching, and research programs of the University and to provide and develop a library staff as a human resource to interpret the collection to the users, to assist them in using the Libraries' resources, and to provide access to needed information located elsewhere.

The Libraries direct their services primarily to the students, faculty and staff of the University of Utah. Services are directed secondarily to the citizens of the state and other institutions of higher education, both within the state and nation by sharing resources on a cooperative basis if the research needs of those individuals cannot be met in their local libraries.

II. Access

The university of Utah resources and services are available to all community patrons if used within the library. Borrowing privileges are extended to those patrons who are issued a library permit either on a non fee or fee basis.

A. Fee Access

Borrowing privileges are extended to adult patrons in the community upon payment of the required fee.

$15.00 per year - Includes membership in the Friends of the Library Organization

$5.00 per quarter

Businesses wanting to make payments for library permits may do so by sending a check for the amount of the number of cards requested along with a list of patrons authorized to have the cards.

B. Non Fee

Borrowing privileges are extended on a non fee basis to governemnt agency personnel, individuals designated by the Vice Presidents office, visiting scholars, UCLC patrons, and residents of the research park who have had previous commitments with the University of Utah.

Library permit cards will be issued at the circulation desk to the patron who presents the required letter of authorization or is on an authorized list.

Identification Required:

U.S. Government Agency
Letter of authorization from the director of the agency listing authorized personnel. (5 free cards). To be updated at the beginning of the fiscal year.

State Government Agency
Letter from the director of the state agency specified on the Utah State Government chart listing authorized personnel. To be updated at the beginning of the fiscal year.

University of Utah - Vice President's Office
List identifying members of the Board of Regents, Institutional Council, National Advisory Council, Utah State Senate, and the Utah State House of Representatives. To be updated at the beginning of the fiscal year.

Letter identifying the patron authorized by the Vice Presidents office.

Presidents Club - presentation of current president's club card.

Research Park
List of tenants who have had previous commitments with the University of Utah.. University of Utah Research Institute Microbiological Development and Control, Utah Biomedical Test Lab and etc. To be updated at the beginning of the fiscal year.

Faculty & Staff Spouses & Children
Some form of identification as a faculty or staff spouse or child who is currently employed at the University of Utah.

Utah College Library Council (UCLC)
Current I.D. Card from a UCLC member institution.

University Scholar
Introductory letter and an I.D. card from a home institution outside the UCLC consortrium.

SERVICES TO COMMUNITY USERS
OF THE UNIVERSITY OF UTAH

Community patrons have access to all library materials and services available to the academic community subject to access restrictions and circulation regulations.

I. Circulation Regulations

Patrons will be required to show a validated library permit to charge out circulating materials

Loan periods for library permit patrons

Books . . . . . 2 weeks (may be renewed)
Bound Periodicals . . . 3 days (no renewal)

Fines and replacement policies

Books

1-7 days overdue	no fine
8th day overdue	$.80
Each day thereafter	$.10

Bound Periodicals

1 day overdue	no fine
2nd day overdue	$1.00
Each day thereafter	$.10

Recalls

1-7 days overdue	no fine
8th day overdue	$8.00
Each day thereafter	$1.00
Maximum fine	$25.00

Replacement

Cost for the replacement of a lost item is the replacement cost plus a $5.00 processing fee.

Delinquency

Patrons who have not returned books and cleared fines will be made delinquent and unable to charge out library materials.

Sesurity Measures

Security measures are provided by an electronic book detection system at the exits.

II. Access to Special Collections

Community patrons may use special collections on the same basis as a regular patron by presenting some form of identification. These collections are non circulating. Community patron use at the Branch libraries is subject to the same requirements as the main library.

III. Information Services

Informational and instructional services are available on the 3rd level of the library. These services include; (1) centralized reference, (2) library instruction, and (3) computer aided reference. Reference services are also available in Science and Engineering, 1st level; Documents, 2nd level; Non Print and Fine Arts, 4th level; Serials, Microforms, Special Collections and Middle East, 5th level. Information services are also available at the Business, Social Work and Mathematics Libraries.

Patrons are expected to use the materials in person, but limited phone or mail reference services are available when time permits.

Hours of Service

The Library is open most days from 7:30 a.m. to 11:00 p.m. Shorter hours with limited services are in effect on hollidays and when school is not in session.

IV. Other Services

Orientation activities include tours, classroom demonstrations, library use classes, library guides, telephone call line services, and slide/tape presentations. Card catalog assistance is available at the card catalog reference desk, and the red phone connects the area to all parts of the library.

Reproduction Services and Costs

The duplication departments maintain a self-service copying service on the 2nd level. The cost is 4¢ per page. Coin operated copiers are also available on the 2nd and 5th levels at 5¢ per page.

A-V Equipment Available

The Audio-Visual collection is non-circulating and only library materials may be used on the equipment. Tape recordings, 8-mm and 16-mm films, video and audio cassettes, video tapes, film strips and film loops, phono disc and calculators are available in this area. Group listening and viewing rooms, electronic study carrels, "piggyback" video systems, and listening stations are part of a dial access system which incorporates 60 program channels.

Conference Rooms/Auditoriums

There are a limited number of group study rooms that may be scheduled for group study. The auditorium is available for exhibits, receptions, meetings, lectures and films providing they meet the criteria of the University of Utah Speakers Bureau and the Library. This facility provides seating for up to 200 people and is equipped with sound system and projection screen. Reservations for use may be made by the Administration office

REFERENCE SERVICE

UNIVERSITY OF BRITISH COLUMBIA
4/76

TRIUL SURVEY OF REFERENCE USE

October 23 - 29, 1975

I. Introduction

II. Findings

1. Affiliation of Patrons
2. Analysis of Visitor Affiliation
3. Analysis of Visitor Occupations
4. Daily Patterns of Use
5. Mode of Inquiry
6. Duration of Reference Assistance
7. Further Interpretation of "Duration"

III. Implications of Survey for Staffing

General Report to TRIUL
April, 1976

TRIUL SURVEY OF REFERENCE USE, OCTOBER 23-29, 1975

I. INTRODUCTION

In October 1975, the libraries of the University of British Columbia, the University of Victoria, and Simon Fraser University participated in a seven-day survey of reference questions. The survey was intended to provide information about the pattern of reference use by non-affiliated users over an entire week. It was also hoped that results from the survey might confirm and augment findings of two previous one-day Sunday traffic surveys (March 24, 1974 and October 27, 1974). These had shown that from 17 to 20% of the users present in the university libraries were visitors from other institutions and from the community at large.

The methodology used in the reference survey was a modification of one devised for a similar survey at Yale University Library and reported in Balay and Andrew's article, "Use of the Reference Service in a Large Academic Library" (College and Research Libraries, Jan. 1975, pp 9-26). Briefly, this involved recording pertinent data for each query received in the library on a special form. (A trial run to test the suitability of the proposed form was held during Summer Session, on July 22, 1975). Data from the survey was keypunched and analysed through a special computer programme at U.B.C., generating tables of individual and comparative library data.

Detailed analysis of the data relating to each of the participating libraries has already been made available for their use. This report will provide a general review of the findings but will not relate these in any detail to the individual libraries, except where they appear to be of special interest.

II. FINDINGS

1. Affiliation of Patrons Seeking Reference Assistance (Table 1)

A total of 12,722 inquiries were recorded at the three university libraries during the survey. Of these, 14.8% (1,884) represented requests for reference assistance from users who were not affiliated with the university in question. Taken separately for each library, inquiries from visitors made up 16.7% (1,389) of U.B.C.'s total, 11.3% (285) at the University of Victoria, and 11.2% (210) at Simon Fraser University.

Stated in another way, U.B.C. received 65.3% of the total questions reported by the three libraries, but 73.7% of the total questions from non-affiliated users. The University of Victoria Library accounted for almost 20% of the total volume, and 15.1% of the total questions from non-affiliated users, while Simon Fraser University Library had 14.8% of the total questions from all users and 11.1% of all questions from visitors. Clearly the pattern of use for visitors is at some variance from the general distribution of reference activity.

Corresponding figures from the survey of central reference services at Yale University showed 14.3% of a total of 5,096 questions to be from non-Yale users. Because that survey was limited to the central reference service, the findings are not strictly comparable to those from the more decentralized TRIUL survey.

2. Analysis of Visitor Affiliation (Tables 2-3)

From Table 2 it can be seen that almost one-quarter of the visitors to the three university libraries were seeking materials or information for their personal use, rather than in connection with work in one of the areas of affiliation designated on the form. As in the traffic surveys, a substantial number of visitors were found to be affiliated with other educational establishments (38.1%), a grouping which included faculty, teachers, university and college students, students from public schools, and academic library and research staff. Among the three remaining areas of affiliation, there is considerable overlap resulting from the inclusion of health science and hospital workers as a separate category. Many physicians and hospital personnel might otherwise have indicated affiliation

with business or government. Taken together, the three categories accounted for about 24% of the total questions from visitors.

The following may serve to indicate more clearly the relationship between the percentage of inquiries in each area of affiliation and the percentage that each library received of the total outside inquiries.

	U.B.C.	U.Victoria	S.F.U.
% of total outside questions	73.7	15.1	11.1
% of total (business/industry)	85.7	5.4	8.9
% of total (government)	73.2	24.2	2.7
% of total (educational)	72.4	11.8	15.7
% of total (health science)	94.0	3.7	2.2
% of total ("other affiliation")	63.6	24.7	11.7
%of total ("no affiliation")	73.0	21.0	5.9

Some of the differences above may be due to minor variations in interpretation of the categories on the survey form. Among those which seem significant, however, are the high proportions received at U.B.C. from business and industry and from the health sciences. The University of Victoria provided relatively more service to government and to those pursuing personal research interests, while Simon Fraser University received relatively more inquiries from those affiliated with educational institutions. It would be interesting to know the extent to which the location of Simon Fraser University affects the volume of inquiries from government and members of the general public.

Specific Affiliation of Visitors Seeking Assistance (Table 3)

About 42% of the forms included this information (an additional 24.2%, of course, were from visitors engaged in personal research with no affiliation to report). Though incomplete, the figures do suggest dependencies and relationships which may well be of a continuing nature (many of the same patterns were observed in the earlier traffic studies). Sampling over a longer period would show more clearly the degree to which many of the business firms and government departments rely on the university libraries for reference assistance. Seventeen inquiries, for example, from B.C. Hydro during the seven-day period might prove to represent a substantial continuing reliance on U.B.C.'s services.

3. Occupations of Visitors Seeking Assistance (Table 4)

Optional information provided about the occupations of visitors is interesting, though again rather incomplete. Taking "educational" occupations as a group, for example, it would appear that about 31% of these inquiries came from university students, faculty and staff. Those associated with colleges accounted for 34% of the visiting "educational" total, while public school students and teachers were responsible for an additional 29%. (Note that these proportions vary for the individual libraries. At U.B.C. 37.7% came from university visitors, 36.4% from the colleges, and 23.4% from public schools.) The relatively large number of inquiries from librarians and library staff (excluding those attached to universities and colleges) suggests that organizations with their own libraries may, as a result, make greater use of the universities' reference services as well.

One further note might be added concerning the degree to which each library serves various components of the educational system. Of all inquiries made by university visitors (faculty, staff and students), U.B.C. received 82%; the University of Victoria, 1.9%; and S.F.U., 12.4%. The difference between the University of Victoria and S.F.U. results, no doubt, from the former's relative isolation from the other two universities. U.B.C. had 73% of all inquiries from the colleges, while the University of Victoria and S.F.U. received 11% and 16% respectively. Inquiries from visitors affiliated with the public school system followed a different pattern: U.B.C. - 55%; University of Victoria - 20.6%; and S.F.U. - 24.2%. While this distribution is not particularly surprising, it does emphasize once again the degree to which proximity affects the choice of library, particularly for college and high school users.

4. Daily Patterns of Use (Table 5-8)

Table 5 shows the distribution of inquiries for each library through the survey week. The following will indicate the pattern for the three libraries combined:

Percentage of:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Total Inquiries	18.6	18.6	16.4	20.0	14.7	7.0	4.6
Non-Visitors	19.0	18.8	16.5	20.5	15.1	6.0	4.1
Visitors	15.9	17.3	16.2	17.7	12.4	12.2	8.2

Inclusion of a fairly steady volume of questions from business and government agencies at U.B.C. on weekdays accounts for some of the levelling in the percentages for visitors. The weekend produced 20.4% of all inquiries from visitors, but only 10.1% of the questions from the libraries' own communities.

It should be noted as well that on the weekend inquiries from visitors made up more than 25% of the total number of questions received.

Patron Affiliation by Time of Day Table 6

Figures for all three libraries show the same tendencies, though differing in degree. Approximately one-half of the total volume of inquiries occurs in the afternoon - both for visitors and for "home" patrons - while evenings show more from visitors (especially at Simon Fraser and the University of Victoria). It may be of interest to note that 82.8% of all inquiries from visitors were made before 5:00 p.m.

Table 7 shows the distribution of questions through the day for each type of visitor. Inquiries from visitors affiliated with educational institutions were proportionately heavier in the evenings (21.4% compared with 13.7% for all other visitors), while visitors from business and government tended to make their inquiries during office hours. In fact, inquiries from business and government differed from the overall pattern substantially in that more than 42% of the total for these groups were made in the morning.

Table 8 shows both the time of day and day of week for inquiries from visitors. For all three libraries Saturday afternoon appears to be particularly active, as this is when a good deal of visiting student use occurs. (At U.B.C., almost 60% of the inquiries made on Saturday afternoon were from students and faculty of other institutions.)

5. Mode of Inquiry (Tables 9 - 12)

Findings in this area were unfortunately affected by the postal strike. Most of the "mailed" requests shown in Table 9 were in fact received by Telex, and it seems likely that the total number of outside inquiries would have been higher had normal postal service been available.

Combining figures in Table 10 indicates that telephoned requests for assistance accounted for only 8.6% of all inquiries from "home" patrons, but represented 33.4% of those received from "outsiders". The pattern was reasonably consistent at all three libraries, though the University of Victoria's percentage of telephoned inquiries from visitors was substantially lower than at the other two libraries. It seems likely that library users on the lower mainland, faced with a number of alternative sources of materials and considerable distances to travel, rely more heavily on the telephone to determine in advance if materials are available.

Table 11 provides comparative data on mode on inquiry for visitors. Those affiliated with educational institutions made less use of the telephone than did other groups. There may be several explanations, but it is possible that students and faculty are more accustomed generally to visiting the library in person to seek out materials for themselves. They may also be more familiar with the libraries and their resources; may be referred more frequently from their home library; or may be prepared for other reasons, such as seeking study space, to take a chance on materials being available.

Not too surprisingly, visitors from government and business relied on the telephone for at least 50% of the inquiries made at the three libraries. Convenience and time saved through this approach are probably more significant factors here than for other user groups. Whatever the reasons may be, heavy reliance on telephoned inquiries suggests that users in these areas may expect a more complete information service than academic libraries can normally offer their primary clientele. (One might contemplate the effect on services if 50% of all inquiries came by telephone. For U.B.C. this would represent an increase of 350% in telephoned reference inquiries and almost certainly a substantial increase in reference staff costs.) Financial considerations may in future force academic libraries to re-examine priorities in relation to (1) assisting users in an essentially "self-service" library, or (2) providing an information service which requires little active participation from the user. Further study of telephoned inquiries might be justified.

Table 12, though incomplete, shows more specifically where many of the telephoned inquiries originated.

6. Duration of Reference Assistance (Tables 13 - 15)

Consideration of the length of time taken to provide assistance was an important aspect of this study, as it was in the Yale survey. Table 13 shows the percentages of all questions that fell into the four categories set out on the form. Superficially, at least, the patterns revealed in the percentage breakdowns for the University of Victoria and S.F.U. are remarkably alike. It seems reasonable to assume that some of the additional time taken with questions at U.B.C. relates to the complexity of the library system and to the size of the collection. For the three libraries combined, 10.1% of the questions from all users required more than 5 minutes assistance (9.8% of the questions in the Yale survey fell into this category).

Table 14 provides evidence to support a view held by many reference librarians: it takes more time to assist the average visitor than is required for the typical member of the university community. For U.B.C., 20.8% of the questions from outsiders required more than 5 minutes reference help, while only 10.3% of the questions from U.B.C. faculty and students required that much staff time. At the other end of the scale, a much lower proportion of visitors' questions were so routine that they could be answered in less than 1 minute. Similar contrasts can be drawn from the tables relating to the University of Victoria and Simon Fraser. As will be seen later, the typical length of time required to provide assistance to visitors requires an investment of staff reference time far greater than would seem warranted by the numbers of questions alone.

Table 15 indicates that, during the survey at least, there were differences as well in the time required to assist visitors of various affiliations. While 10.1% of all questions recorded at the three libraries required more than 5 minutes assistance. 29.9% of the questions from health science visitors fell into that category. For other groups the proportions were somewhat lower: business and industry - 27.4%; government - 25.5%; and education - 17.6%. (It should be noted, however, that these totals are more a reflection of U.B.C.'s figures than they are of the results at the other two libraries, since few questions were recorded in some areas of affiliation at S.F.U. and the University of Victoria.) It is impossible to determine from this particular survey why questions from certain areas should have required more time. The nature of the reference question may well be more complex

than most questions from students. It may also be true that library users in these areas are less prepared, or less able, to proceed on their own after receiving initial assistance.

Table 16 has been included to show the duration of assistance provided to various occupational groups, wherever this information was given on the survey forms. Though incomplete, the results are interesting:

Visitors	% exceeding 5 minutes
University students	15.0%
University faculty/staff	39.6%
College students	15.4%
College faculty/staff	27.5%
Public school students	14.3%
Teachers	27.8%
Physicians	33.3%
Library staff	39.4%

Note that the final group consists mainly of library staff from special business and government libraries. Staff from academic libraries were included in the faculty/staff category.

7. Further Interpretation of Duration of Reference Assistance (Tables 17-18)

An approach to converting the four categories under "duration" into more meaningul terms was suggested in the Yale study. Weights were assigned to each query roughly corresponding to the mean time spent in providing assistance. Adapting these to categories used in the TRIUL survey yields the following values.

Less than 1 minute	0.5
1 - 5 minutes	3.0
6 - 60 minutes	20.0*
More than 60 minutes	60.0

*Not a "mean" time, but a more realistic estimate in this case.

Table 17 shows the results of applying time values to questions received at all three libraries. The principal effect is to place in perspective the total amount of time required to handle the many brief inquiries received during the survey. On the other hand, a small number of inquiries where the assistance provided was more than 6 minutes in duration consumed most of the reference staff time. For "home" users, 9.8% of the inquiries took 55.1% of the reference time, while for outside patrons 18.7% of the total

inquiries consumed 71% of the total staff time used reference assistance to visitors during the survey.

For the three libraries, a total of 46,700 minutes of reference assistance was provided during the seven-day period, of which more than 11,000 (23.6%) were devoted to serving visitors. The average time spent on each inquiry from the libraries' own users was 3.36 minutes, while an average of 5.92 minutes was spent on each of the inquiries from visitors.

Table 18 indicates the relative amounts of time spent at each library in providing reference service to its own community and to visitors. At all three, a significant portion of the total reference time was used for visitors.

III. IMPLICATIONS OF THE SURVEY FOR STAFFING

During the survey week, the three libraries provided more than 778 hours of reference assistance to users, of which 184 (23.6%) were spent assisting visitors. It should be noted that these are not figures which can be converted directly into staff positions. They represent the "distilled" reference product: time consumed providing direct assistance to a library user.

Reference librarians may spend a considerable number of hours each week "on call", but normally are assigned desk duty for about 40% of their working hours. The remainder of the work week, and such time as can be stolen during quiet periods at the desk, is spent on supporting activities, most of which are essential to the provision of reference service, such as organizing vertical file materials, scanning recent literature, selecting reference materials, and supervising staff projects and routines. A formula for converting the direct contact hours identified during the survey into staff positions makes allowance for such behind the scenes activity:

$$\frac{\text{Hours of Assistance}}{40\% \times 35} = \text{Number of staff required}$$

Application of the formula to the time spent assisting visitors at the three libraries yields the following results:

U.B.C. $\frac{148.8 \text{ hours}}{.4 \times 35 \text{ hours}}$ = 10.6 full-time staff members

University of Victoria - $\frac{18.45 \text{ hours}}{.4 \times 35 \text{ hours}}$ = 1.3 full-time staff members

Simon Fraser University - $\frac{16.68 \text{ hours}}{.4 \times 35 \text{ hours}}$ = 1.2 full-time staff members

For the three libraries, then, the equivalent of more than 13 full-time reference staff members was devoted to the provision of assistance to visitors It might be noted, as well, that the above calculations make no allowance for time lost through scheduling at multiple service points, not all of which are equally busy. Nor do they allow for times during the libraries' long operating hours when scheduled desk time is not fully utilized by the public. (The Yale survey found that reference staff in that library were actively engaged in providing assistance for a maximum of 32.9 minutes per hour of desk duty.) It would appear, therefore, that the approach taken above provides a fairly conservative estimate of the number of staff required to meet the needs of visitors.

TABLE 1

AFFILIATION OF USERS REQUIRING ASSISTANCE

All Questions:

	Received at U.B.C.		Received at U. Victoria		Received at Simon Fraser		Totals	
Questions from:								
Library's own users	6,803	*81.9%*	2,210	*87.2%*	1,653	*87.9%*	10,666	*83.8%*
Visitors	1,389	*16.7%*	285	*11.3%*	210	*11.2%*	1,884	*14.8%*
Affil. not known	115	*1.4%*	39	*1.5%*	18	*1.0%*	172	*1.4%*
TOTALS:	8,307		2,534		1,881		12,722	
% of grand total for each library		*65.3%*		*19.9%*		*14.8%*		

TABLE 2

General Affiliation of Visitors Requiring Assistance:

	U.B.C.		U. Victoria		Simon Fraser		Totals	
Business and Industry	144	*10.3%*	9	*3.2%*	15	*7.1%*	168	*8.9%*
Government	109	*7.8%*	36	*12.6%*	4	*1.9%*	149	*7.9%*
Educational Institutions	520	*37.4%*	85	*29.8%*	113	*53.8%*	718	*38.1%*
Health Science and Hospitals	126	*9.1%*	5	*1.8%*	3	*1.4%*	134	*7.1%*
Other Affiliations	103	*7.4%*	40	*14.0%*	19	*9.0%*	162	*8.6%*
No Affiliation (Personal Use)	333	*24.0%*	96	*33.6%*	27	*12.9%*	456	*24.2%*
No Response to this Category	54	*3.9%*	14	*4.9%*	29	*13.8%*	97	*5.1%*
Total Questions from Visitors	1,389		285		210		1,884	
% of total visitors for each library		*73.7%*		*15.1%*		*11.1%*		

TABLE 5
NUMBER OF QUESTIONS EACH DAY OF THE SURVEY

LIBRARY	Thursday Oct. 23	Friday Oct.24	Saturday Oct. 25	Sunday Oct.26	Monday Oct.27	Tuesday Oct. 28	Wednesday Oct. 29	TOTAL QUESTIONS	%
U.B.C.									
Students/Faculty	1,310	1,130	372	371	1,320	1,210	1,090	6,803	*81.9%*
Visitors	234	184	151	112	239	226	243	1,389	*16.7%*
Affil. Not Known	21	13	12	5	25	24	15	115	*1.4%*
DAILY TOTAL	1,565	1,327	535	488	1,584	1,460	1,348	8,307	
% of total visitors	*16.8%*	*13.2%*	*10.9%*	*8.1%*	*17.2%*	*16.3%*	*17.5%*	*100.0%*	
% of total questions	*18.8%*	*16.0%*	*6.4%*	*5.9%*	*19.1%*	*17.6%*	*16.2%*	*100.0%*	
U. of Victoria									
Students/Faculty	505	291	213	43	389	440	328	2,209	*87.2%*
Visitors	55	26	55	31	31	45	42	285	*11.3%*
Affil. Not Known	6	5	4	8	5	6	5	39	*1.5%*
DAILY TOTAL	566	322	272	82	425	491	375	2,533	
% of total visitors	*19.3%*	*9.1%*	*19.3%*	*10.9%*	*10.9%*	*15.8%*	*14.7%*	*100.0%*	
% of total questions	*22.3%*	*12.7%*	*10.7%*	*3.2%*	*16.8%*	*19.4%*	*14.8%*	*99.9%*	
Simon Fraser									
Students/Faculty	369	191	58	19	324	353	339	1,653	*87.9%*
Visitors	45	24	23	12	30	55	21	210	*11.2%*
Affil. Not Known	-	-	2	4	1	7	4	18	*1.0%*
DAILY TOTAL	414	215	83	35	355	415	364	1,881	
% of total visitors	*21.4%*	*11.4%*	*10.9%*	*5.7%*	*14.3%*	*26.2%*	*10.0%*	*99.9%*	
% of total questions	*22.0%*	*11.4%*	*4.4%*	*1.9%*	*18.9%*	*22.1%*	*19.4%*	*100.1%*	

TABLE 6
PATRON AFFILIATION BY TIME OF DAY

Questions received at U.B.C. only:

	Students/Faculty		Visitors		Affil. Unknown		Totals	
Morning	2,156	31.7%	400	28.8%	25	21.7%	2,581	31.0%
Afternoon	3,704	54.4%	750	54.0%	64	55.6%	4,518	54.4%
Evening	879	12.9%	201	14.5%	25	21.7%	1,105	13.3%
Not Indicated	64	0.9%	38	2.7%	1	0.9%	103	1.2%
Total Questions	6,803		1,389		115		8,307	

Questions received at U. Victoria only:

Morning	711	32.2%	77	27.0%	6	15.4%	794	31.3%
Afternoon	1,112	50.3%	129	45.2%	24	61.5%	1,265	49.9%
Evening	383	17.3%	77	27.0%	9	23.0%	469	18.5%
Not Indicated	4	0.02%	2	0.7%	-		6	0.2%
Total Questions	2,210		285		39		2,534	

Questions received at Simon Fraser only:

Morning	582	35.2%	48	22.9%	3	16.7%	633	33.7%
Afternoon	876	53.0%	121	57.6%	10	55.6%	1,007	53.5%
Evening	187	11.3%	38	18.1%	4	22.2%	229	12.2%
Not Indicated	8	0.5%	3	1.4%	1	5.6%	12	0.6%
Total Questions	1,653		210		18		1,881	

TABLE 7

GENERAL AFFILIATION OF VISITORS BY TIME OF DAY

		Business Industry		Government		Educational		Health Science		Other Affil.		No Affil.	
U.B.C.	Morning	65	45.1%	43	39.4%	130	25.0%	40	31.7%	39	37.9%	72	21.6%
	Afternoon	65	45.1%	51	46.8%	278	53.5%	63	50.0%	52	50.5%	204	61.3%
	Evening	12	8.3%	11	10.1%	99	19.0%	16	12.7%	12	11.6%	46	13.8%
	Not Indicated	2	1.4%	4	2.7%	13	2.5%	7	5.6%	-		11	3.3%
	Total Questions	144		109		520		126		103		333	
U.Vict.	Morning	4	44.4%	14	38.8%	19	22.3%	3	60.0%	7	17.5%	26	27.1%
	Afternoon	3	33.3%	20	55.6%	35	41.2%	2	40.0%	23	57.5%	40	41.7%
	Evening	2	22.2%	1	2.8%	30	35.3%	-		10	25.0%	30	31.2%
	Not Indicated	-		1	2.8%	1	1.2%	-		-		-	
	Total Questions	9		36		85		5		40		96	
S.F.U.	Morning	6	40.0%	2	50.0%	17	15.0%	1	33.3%	14	73.7%	5	18.5%
	Afternoon	7	46.7%	2	50.0%	68	60.2%	2	66.7%	5	26.3%	16	59.3%
	Evening	2	13.3%	-		25	22.1%	-		-		5	18.5%
	Not Indicated	-		-		3	2.7%	-		-		1	3.7%
	Total Questions	15		4		113		3		19		27	

TABLE 8

NUMBER OF QUESTIONS FROM VISITORS BY DAY AND BY TIME OF DAY

	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Total
U.B.C.								
Morning	81	55	41	3	78	72	70	400
Afternoon	115	107	108	88	101	116	115	750
Evening	36	15	-	19	54	34	43	201
Daily Totals	232	177	149	110	233	222	228	1,351
U. Victoria								
Morning	13	9	8	13	8	12	14	77
Afternoon	16	13	37	15	14	15	19	129
Evening	25	4	9	3	9	18	9	77
Daily Totals	54	26	54	31	31	45	42	283
Simon Fraser								
Morning	12	1	2	-	9	16	8	48
Afternoon	14	21	21	12	12	31	10	121
Evening	19	-	-	-	8	8	3	38
Daily Totals	45	22	23	12	29	55	21	207

52

60

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TABLE 9

MODE OF INQUIRY

Questions from all users:

	At U.B.C.		At U. Victoria		At S.F.U.		Totals	
In Person	6,845	*82.4%*	2,251	*88.8%*	1,594	*84.7%*	10,690	*84.0%*
By Telephone	1,190	*14.3%*	241	*9.5%*	191	*10.1%*	1,622	*12.7%*
By Mail*	23	*0.3%*	2	*0.08%*	-		25	*0.02%*
Not Indicated	249	*3.0%*	40	*1.6%*	96	*5.1%*	385	*3.0%*
Total Questions	8,307		2,534		1,881		12,722	

*Affected by mail strike.

TABLE 10

Questions received at U.B.C. only:

	Students/Faculty		Visitors		Affil. Not Known		Totals	
In Person	5,944	*87.4%*	837	*60.3%*	64	*55.6%*	6,845	*82.4%*
By Telephone	651	*9.6%*	492	*35.4%*	47	*40.9%*	1,190	*14.3%*
By Mail	5	*0.07%*	18	*1.3%*	-		23	*0.3%*
Not Indicated	203	*3.0%*	42	*3.0%*	4	*3.5%*	249	*3.0%*
Total Questions	6,803		1,389		115		8,307	

Questions received at U. of Victoria only:

In Person	2,015	*91.2%*	213	*74.7%*	22	*56.4%*	2,250	*88.8%*
By Telephone	160	*7.2%*	64	*22.5%*	17	*43.6%*	241	*9.5%*
By Mail	1	*0.04%*	1	*0.3%*	-		2	*0.08%*
Not Indicated	34	*1.5%*	7	*2.5%*	-		41	*1.6%*
Total Questions	2,210		285		39		2,534	

Questions received at Simon Fraser only:

In Person	1,456	*88.1%*	130	*61.9%*	8	*44.4%*	1,594	*83.1%*
By Telephone	108	*6.5%*	73	*34.8%*	10	*55.6%*	191	*10.2%*
By Mail	-		-		--		-	
Not Indicated	89	*5.4%*	7	*3.3%*	--		96	*5.1%*
Total Questions	1,653		210		18		1,881	

TABLE 11

GENERAL AFFILIATION OF VISITORS VERSUS MODE OF INQUIRY

	Bus./Ind.		Government		Education		Health Sci.		Other Affil.		No Affil.		Total	
U.B.C.														
In Person	64	44.4%	44	40.4%	363	69.8%	73	57.9%	48	46.6%	215	64.6%	807	60.4%
By Telephone	74	51.4%	61	56.0%	134	25.8%	41	32.5%	50	48.5%	109	32.7%	469	35.1%
By Mail	1	0.7%	2	1.8%	7	1.3%	5	4.0%	2	1.9%	1	0.3%	18	1.3%
Not Indicated	5	3.5%	2	1.8%	16	3.1%	7	5.6%	3	2.9%	8	2.4%	41	3.1%
Total Response	144		109		520		126		103		333		1,335	
U. of Victoria														
In Person	5	55.6%	24	66.6%	69	81.2%	3	60.0%	26	65.0%	74	77.1%	201	74.2%
By Telephone	4	44.4%	12	33.3%	11	12.9%	2	40.0%	14	35.0%	20	20.8%	63	23.2%
By Mail	-		-		-		-		-		1	1.0%	1	0.4%
Not Indicated	-		-		5	5.9%	-		-		1		6	2.2%
Total Response	9		36		85		5		40		96		271	
Simon Fraser														
In Person	8	53.3%	1	25.0%	80	70.8%	-		9	47.4%	10	37.0%	108	59.7%
By Telephone	7	46.7%	3	75.0%	29	25.7%	3	100.0%	10	52.6%	13	48.1%	65	35.9%
By Mail	-		-		-		-		-		-		-	
Not Indicated	-		-		4	3.5%	-		-		4	14.8%	8	4.4%
Total Response	15		4		113		3		19		27		181	

54

63

64

TABLE 13

DURATION OF ASSISTANCE

QUESTIONS FROM ALL USERS:

	At U.B.C.		At U.Vic.		At S.F.U.		Totals	
Less than 1 minute	3,411	*41.1%*	1,395	*55.0%*	1,056	*56.1%*	5,862	*46.1%*
One to 5 minutes	3,851	*46.4%*	949	*37.4%*	690	*36.7%*	5,490	*43.2%*
Six to 60 minutes	952	*11.5%*	162	*6.4%*	123	*6.5%*	1,237	*9.7%*
More than 60 minutes	47	*0.6%*	1	*0.04%*	1	*0.05%*	49	*0.4%*
Not indicated	46	*0.6%*	27	*1.1%*	11	*0.6%*	84	*0.7%*
Total Questions	8,307		2,534		1,881		12,722	

TABLE 14

DURATION OF ASSISTANCE VERSUS AFFILIATION OF USER

U.B.C. only:	Students/Faculty		Visitors		Affil.Not Known		Totals
Less than 1 minute	3,000	*44.1%*	344	*24.8%*	67	*58.3%*	3,411
One to 5 minutes	3,073	*45.2%*	739	*53.2%*	39	*33.9%*	3,851
Six to 60 minutes	675	*9.9%*	270	*19.4%*	7	*6.1%*	952
More than 60 minutes	28	*0.4%*	19	*1.4%*	-		47
Not Indicated	27	*0.4%*	17	*1.2%*	2	*1.7%*	46
Total Questions	6,803		1,389		115		8,307

U. of Victoria only:							
Less than 1 minute	1,245	*56.4%*	118	*41.4%*	31	*79.5%*	1,394
One to 5 minutes	805	*36.4%*	136	*47.7%*	8	*20.5%*	949
Six to 60 minutes	133	*6.0%*	29	*10.2%*	-		162
More than 60 minutes	-		1	*0.4%*	-		1
Not Indicated	26	*1.2%*	1	*0.4%*	-		27
Total Questions	2,209		285		39		2,533

Simon Fraser only:							
Less than 1 minute	965	*58.4%*	76	*36.2%*	15	*83.3%*	1,056
One to 5 minutes	588	*35.6%*	101	*48.1%*	1	*5.6%*	690
Six to 60 minutes	91	*5.5%*	30	*14.3%*	2	*11.1%*	123
More than 60 minutes	-		1	*0.5%*	-		1
Not Indicated	9	*0.5%*	2	*0.9%*	-		11
Total Questions	1,653		210		18		1,881

TABLE 15
GENERAL AFFILIATION OF VISITORS VERSUS DURATION OF ASSISTANCE PROVIDED

All Visitors:

	Bus./Ind.		Government		Education		Health Sci.		Other Affil.		No Affil.		Total	
Less than 1 min.	33	19.6%	23	15.4%	174	24.2%	24	17.9%	61	37.7%	183	40.1%	498	27.9%
One to 5 min.	88	52.4%	86	57.7%	407	56.7%	68	50.7%	61	37.7%	220	48.2%	930	52.0%
Six to 60 min.	41	24.4%	35	23.5%	122	17.0%	38	28.4%	34	21.0%	46	10.1%	316	17.7%
More than 60 min.	5	3.0%	3	2.0%	4	0.6%	2	1.5%	5	3.1%	2	0.4%	21	1.2%
Not Indicated	1	0.6%	2	1.3%	11	1.5%	2	1.5%	1	0.6%	5	1.1%	22	1.2%
Total Response	168		149		718		134		162		456		1,787	

Visitors to U.B.C. only:

Less than 1 min.	27	18.8%	15	13.8%	105	20.2%	23	18.3%	28	27.2%	124	37.2%	322	24.1%
One to 5 min.	75	52.1%	63	57.8%	308	59.2%	61	48.4%	41	39.8%	162	48.6%	710	53.2%
Six to 60 min.	36	25.0%	27	24.8%	96	18.5%	38	32.2%	29	28.2%	40	12.0%	266	19.9%
More than 60 min.	5	3.5%	2	1.8%	4	0.8%	2	1.6%	4	3.9%	2	0.6%	19	1.4%
Not Indicated	1	0.7%	2	1.8%	7	1.3%	2	1.6%	1	1.0%	5	1.5%	18	1.3%
Total Response	144		109		520		126		103		333		1,335	

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TABLE 15 (con't)

GENERAL AFFILIATION OF VISITORS VERSUS DURATION OF ASSISTANCE PROVIDED (CON'T)

Visitors to U. Victoria only:

	Bus./Ind.	Government	Education	Health Sci.	Other Affil.	No Affil.	Total
Less than 1 min.	4 44.4%	8 22.2%	30 35.3%	-	21 52.5%	48 50.0%	111 41.0%
One to 5 min.	3 33.3%	20 55.6%	43 50.6%	5 100.0%	15 37.5%	42 43.8%	128 47.2%
Six to 60 min.	2 22.2%	7 19.4%	11 12.9%	-	4 10.0%	6 6.3%	30 11.1%
More than 60 min.	-	1 2.8%	-	-	-	-	1 0.04%
Not Indicated	-	-	1 1.2%	-	-	-	1 0.04%
Total Response	9	36	85	5	40	96	271

Simon Fraser Only:

Less than 1 min.	2 13.3%	-	39 34.5%	1 33.3%	12 63.2%	11 40.7%	65 35.9%
One to 5 min.	10 66.7%	3 75.0%	56 49.6%	2 66.7%	5 26.3%	16 59.3%	92 50.8%
Six to 60 min.	3 20.0%	1 25.0%	15 13.3%	-	1 5.3%	-	20 11.0%
More than 60 min.	-	-	-	-	1 5.3%	-	1 0.6%
Not Indicated	-	-	3 2.7%	-	-	-	3 1.7%
Total Response	15	4	113	3	19	27	181

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TABLE 16 UBC/U Vic/SFU VISITORS

Occupation of Visitors Vs Duration of Search

Occupation	Less Than 1 Minute	1 - 5 Minutes	6 - 60 Minutes	More Than 60 Minutes	Totals
University Students	44	92	24	-	160
College Students	55	99	28	-	182
Public School Students	33	87	19	1	140
Other Students	3	7	3	-	13
Univ. Fac. & Staff	3	26	17	2	48
College Fac. & Staff	2	27	11	-	40
Teachers	9	30	14	1	54
Physicians	11	37	23	1	72
Nurses	2	10	7	-	19
Dentists	2	5	1	-	8
Physiotherapists	2	5	-	-	7
Social Workers	1	9	3	-	13
Nutritionists	1	1	4	-	6
Biologists	-	7	2	-	9
Pharmacists	1	1	1	-	5
Engineers	3	9	5	2	19
Chemists	1	1	-	-	2
Foresters	-	2	-	-	2
Geologists	-	-	3	-	3
Psychologists	-	-	-	-	-
Research Ass'ts	10	23	7	1	41
Lawyers	-	-	3	-	3
Library Staff	5	55	34	5	99
Clergy	-	-	1	-	1
Musicians	1	2	8	1	12
Writers	1	5	7	1	14
Economists	1	5	1	-	7
Business Consult.	2	7	4	-	13
Architects	-	1	-	-	1
Planners	-	-	1	-	1
Pensioners	3	2	2	-	7
CGA Students	2	1	-	-	3

TABLE 17 "YALE DURATION FORMULA" APPLIED TO INQUIRIES AT ALL THREE LIBRARIES

Duration	No. Inquiries Student/Faculty	%	Time Required (Minutes)	% of Time	No. Inquires Visitors	%	Time Required (Minutes)	% of Time
Less than 1 min. (0.5)	5,210	49.1	2,605	7.3	538	28.9	269	2.5
1 - 5 minutes (3.0)	4,466	42.1	13,398	37.6	976	52.4	2,928	26.5
6 - 60 minutes (20.0)	899	8.5	17,980	50.4	329	17.6	6,580	59.6
More than 60 min. (60.0)	28	0.3	1,680	4.7	21	1.1	1,260	11.4
GRAND TOTALS	10,603	100.0	35,663	100.0	1,864	100.0	11,037	100.0

Time Required to Serve Students and Faculty: 35,663 minutes (76.4% of total time)

Time Required to Serve Visitors: 11,037 minutes (23.6% of total time)

Total Time Spent in Providing Assistance: 46,700 minutes (100.0 %)

TABLE 18

"YALE DURATION FORMULA" APPLIED TO INQUIRIES AT EACH LIBRARY

U.B.C. only:	U.B.C. Students/Faculty	Visitors To UBC	Affil. Not Known	Total Time
At 0.5 min.	1,500 min.	172 min.	33.5 min.	1,705.5 min.
At 3.0 min.	9,219 min.	2,217 min.	117.0 min.	11,553.0 min.
At 20.0 min.	13,500 min.	5,400 min.	140.0 min.	19,040.0 min.
At 60.0 min.	1,680 min.	1,140 min.	-	2,820.0 min.
Totals	25,899 min.	8,929 min.	290.5 min.	35,118.5 min.
% of total time	73.8%	25.4%	0.8%	100.0%

U. Victoria only:	U.Vic. Students/Faculty	Visitors To U.Vic.	Affil. Not Known	Total Time
At 0.5 min.	622.5 min.	59 min.	15.5 min.	697 min.
At 3.0 min.	2,415 min.	408 min.	24 min.	2,847 min.
At 20.0 min.	2,660 min.	580 min.	-	3,240 min.
At 60.0 min.	-	60 min.	-	60 min.
Totals	5,697.5 min.	1,107 min.	39.5 min.	6,844 min.
% of total time	83.2%	16.2%	0.6%	100.0%

S.F.U. only:	S.F.U. Students/ Faculty	Visitors To S.F.U.	Affil. Not Known	Total Time
At 0.5 min.	482.5 min.	38 min.	7.5 min.	528 min.
At 3.0	1,764 min.	303 min.	3.0 min.	2,070 min.
At 20.0 min.	1,820 min.	600 min.	40.0 min.	2,460 min.
At 60.0 min.	-	60 min.	-	60 min.
Totals	4,066.5 min.	1,001 min.	50.5 min.	5,118 min.
% of Total time	79.5%	19.6%	0.9%	100.0%

COLORADO STATE UNIVERSITY LIBRARIES

TO: Libraries Staff DATE: August 19, 1976

FROM: Director of Libraries

SUBJECT: Extra-University Reference Service

I. POLICY

Academic libraries receive frequent requests from off-campus patrons for reference services and literature searches. These may come from business and industry, private foundations, civic leaders, members of various professions and other non-university sources.

As a tax-supported, land-grant institution, Colorado State University has a long tradition of extra-university service. The best interests of the community and state are served when our resources are available to industry, research, and business. This fact is especially true when the materials here are unique in the area.

The 1968 report of the National Advisory Commission on Libraries includes the following statement:

> "The demands for research information extend far beyond the requirements of scholars employed at universities. Industry must be able to draw upon the resources that our university libraries offer, since the duplication of their holdings in the depth and extent necessary for many industrial research purposes is almost inconceivable."

While we recognize the obligation to respond to the needs arising from non-academic sources, the primary professional responsibility of the librarian is to the University. No outside service should be undertaken that might interfere with the discharge of this duty.

II. PROCEDURES

A. Reference and subject librarians accept telephone, written, or verbal requests for reference service emanating from non-university sources whenever it has been established that local sources of information have been exhausted.

B. Whenever appropriate, requests are referred to special libraries or information centers such as the Colorado Technical Reference Center at the University of Colorado, to provide information services for business and industry.

C. All extra-university requests are handled originally only by the reference or subject librarians and may be referred to other appropriate personnel at their option.

D. No charges are levied except the standard rates for photocopied material which may be generated by this type of reference service.

E. No material is acquired via interlibrary loans for non-university patrons as a result of this service.

F. Guidelines for extra-university reference service as outlined in this statement are not to be confused with the consulting policy established by the University and stated in the Faculty-Staff Manual. Qualified staff members who accept professional consulting engagements for renumeration are bound by the standard University regulations.

G. The needs for further interpretations of these policies and procedures are established by the reference or subject librarians and at their discretion, referred to the Assistant Director of Libraries for Public Services whose decision is final.

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UNIV. OF NEW MEXICO·
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V.16,N.15
October 13, 1978

UNIVERSITY OF NEW MEXICO
General Library

September 25, 1978

Policy on Library Instruction, Orientations, Tours and Demonstrations

The General Library's library instructions and orientation program is related to the curricula and professional needs of the University of New Mexico and is provided to individuals and groups directly affiliated with the University and its programs. Restrictions are made only to protect the use of library facilities by the UNM community.

The following services are available to non-university individuals and groups:

1. Any person or group may visit and observe the libraries in use if such a visit will not disrupt the normal library functions.

2. All tours will be given by reservation only.

3. All librarians, teaching faculty and administrators of the Southwest Library Consortium will be given orientation services. Because of the demand for orientations for UNM classes, orientations are not ordinarily available for classes from other colleges and universities.

4. As part of the University's recruitment effort, the Library will encourage tours for teachers, librarians, administrators and upper level classes from public and private high schools. These will be scheduled by the Reference Department upon request, preferably during periods when the University is not in session.

5. Other public and private school or community groups may be scheduled by Reference for tours during periods when the University is not in session. These tours will be conducted by volunteers from all departments of the Library. Tour outlines will be established to meet the varying needs of different groups.

6. All departments within the Library will report visits and/or tours by outside individuals or groups to the Assistant Dean for Readers' Services for inclusion in the Library's annual report.

7. Commercial vendors requesting demonstrations which use library facilities and personnel will reimburse the University for the cost involved. This does not include normal use of the Parish Library by the local business community.

Approved by Executive Council, 10/9/78

BORROWING PRIVILEGES

Administrative Document Number 17,
August 15, 1978 (Revised June 10, 1980)

UNIVERSITY OF ALBERTA LIBRARY BORROWERS

Categories and Conditions

1. ASSOCIATION OF PROFESSIONAL ENGINEERS (includes Geologists and Geophysicists)	Members must present Association Membership Card. They may use General Sciences (and branches). They must pay a deposit and a charge for a Special Borrower's Library Card. They are fineable.
2. CHARTERED ACCOUNTANTS AND CHARTERED ACCOUNTANCY STUDENTS	Must be on list provided by the Chartered Accountants' Association. They may borrow books from Humanities and Social Sciences and General Sciences. They are to be charged for the Special Borrowers' Library Card but the deposit is waived. They are fineable.
3. CLERGY	Includes ministers, priests, rabbis, etc. Normally, they may use Humanities and Social Sciences Library. They must pay the deposit and the charge for the Special Borrowers' Library Cards. They are fineable.
4. COLLEGES AND POST SECONDARY INSTITUTIONS	Agricultural or Religious Colleges/ Institutions-Students not issued a library card. Librarian on application given a Special Borrower's Library Card for Staff. A deposit or guarantor is required, there is a charge for the card and the Librarian is fineable. Athabasca University-Students not issued a library card. Librarian and Faculty issued library card on application. A deposit or guarantor is required, they are charged for the Special Borrower's Library Card and are fineable. Camrose Lutheran College-Students not issued a library card. Librarian and Faculty issued Special Borrowers' Library Cards on application. A deposit or guarantor is required, they are charged for the card and are fineable. Concordia College-Students not issued a library card. Librarian and Faculty on application issued Special Borrower's Library Card. A deposit or guarantor is required, there is a charge for the card, and the borrower is fineable.

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4. COLLEGES AND POST-SECONDARY INSTITUTIONS - (Continued)	Grande Prairie College-Students not issued a library card. Librarian and Faculty issued Special Borrower's Library Card on application. Deposit or guarantor required, they are charged for the card and are fineable. Grant MacEwan College-Students not issued a library card, but telex set up at Extension Library to borrow from the University of Alberta Library on a 5000 prefix departmental card. Librarian and Faculty issued Special Borrower's Library Card on application. A deposit or guarantor is required, there is a charge for the card and they are fineable. NAIT-Students not issued a library card. Librarian given Special Borrower's Library Card for Staff. A deposit or guarantor is required, there is a charge for the card and the Librarian is fineable. Red Deer College-Students not issued a library card. Librarian and Faculty are issued Special Borrower's Card on application. A deposit or guarantor is required, there is a charge for the card and they are fineable. University of Lethbridge-Students not issued a library card. Librarian and Faculty are issued Special Borrower's Card on application, a deposit or guarantor is required, there is a charge for the card and they are fineable.
5. CORRESPONDENCE COURSES-ANYWHERE	Borrowing privileges are not granted to students taking such courses.
6. FRIENDS OF THE UNIVERSITY	They may have special borrowing privileges. They must pay the deposit and the charge for the library card, and are fineable. The Library's Administrative Office does not ask if they belong to the "Friends of the University"; it is the borrower's responsibility to make this known to the Office.
7. GENERAL PUBLIC (See also #13) (Special cases decided by Chief Librarian personally)	A person may only be granted special borrowing privileges if he has a special research project (not a personal one), e.g., writing a novel, preparing a paper, etc. The permission is usually granted for a short time only. The deposit and charge for the Special Borrower's Library Card must be paid, and the person is fineable. The use of the library card is restricted to a limited area.

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8. GOVERNMENT PERSONNEL (Municipal, Provincial and Federal)

Administrative Document Number 17,
August 14, 1978 (Revised June 10, 1980)

A Government Librarian or a person designated by a Government Department Head is issued a Special Borrower's Library Card on application. A guarantor (however, some may elect to pay the deposit) and the charge for the Library Card is required. The borrower is fineable. The person may borrow from limited areas only or all of the Library except the Curriculum Library. A separate group user card is given to some divisions of larger departments. Authorization may be given by the Library Administrative Office to larger government departments for the issuance of a maximum of three cards only to be issued in one name. A letter should be on file from the Government Department Head naming the person to have the card if it is not a professional Librarian.

Alberta Institute of Pedology-Senior Officers are given a Faculty Library Card with an expiry date. Other Staff are given a Non-academic Staff Library Card with an expiry date.

Canadian Forestry Service-Librarian is given a Special Borrower's Library Card on application. Other personnel not given a library card unless recommended by Librarian. A deposit or guarantor and payment of the card charge are required. The borrower is fineable. The card may be used in a limited area only-normally the General Sciences Library.

Chembiomed Ltd.-Senior Officers are given a Faculty Library Card with an expiry date. Other Staff are given a Non-academic Staff Library Card with an expiry date.

Energy Resources Conservation Board-Chief Chemist given a Faculty Library Card with an expiry date. Other Staff are entitled to special borrowing privileges with all costs waived, but they are fineable.

Historical Resources Division of Alberta Culture (In Old St. Stephen's Building on Campus) - Administrative and senior research staff are given a Faculty Library Card with an expiry date. Other staff are entitled to a Special Borrower's Card, are fineable but have other costs in connection with application waived.

International Development Research Centre-Senior Officers are given a Faculty Library Card with an expiry date. Other Staff are entitled to special borrowing privileges with all costs waived, but they are fineable.

Research Council of Alberta-Research Officers-A Faculty card is issued by Circulation Services on application. Technicians-issued a Non-academic Staff Library Card with an expiry date on receipt of a letter from an Administrative Officer of the Research Council.

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- 4 - University of Alberta Library Borrowers

9. HIGH SCHOOL STUDENTS	High School Students are not given borrowing privileges.
10. HOSPITALS (Other than University of Alberta)	A 5000 prefix departmental library card is authorized to borrow from the Health Sciences Library and is usually authorized by the Health Sciences Library. If the use of other areas is required a Special Borrower's Library Card is authorized in the name of a specific person by the Library Administrative Office, in which case a guarantor or deposit is required, the charge for the card must be paid and the borrower is fineable.
11. INTERLIBRARY LOANS	Interlibrary loans are not available to individual Special Borrowers.
12. LAWYERS (individual)	The Law Library issues cards at no cost to the borrower for use in the Law Library only. The borrower is non-fineable.
13. LETTER FOR SPECIAL BORROWING PRIVILEGES	A letter allowing special borrowing privileges is given by the Library Administrative Office to a person who is in desperate need of one or two books, but does not qualify for a card. There are no charges for the permission but the person is fineable. The person must show satisfactory identification. The staff member in the Library Administrative Office must write down the social insurance number.
14. MEDICAL DOCTORS (individual)	The Health Sciences Library authorizes a cost free non-fineable, Special Borrower's Library Card for use in the Medical Sciences Library only.
15. NURSING STUDENTS IN R.N. PROGRAM OR NURSES WITH R.N. (any hospital but University of Alberta)	No borrowing privileges
16. PRIVATE FIRMS	A Special Borrower's Library Card authorized on receipt of letter requesting special borrowing privileges, giving subject area of research requirements and naming person to have Library Card on behalf of the firm. A deposit or guarantor is required, there is a charge for the card, and the borrower is fineable.

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- 5 - University of Alberta Library Borrowers

17. PROFESSIONAL EXAMINATIONS

Students writing professional examinations in industrial accounting, medicine, denistry, land surveying, etc. may be authorized to have a short-term Special Borrower's Library Card until the examination is over. A deposit is required, the charge for the card must be paid and the borrower is fineable. If the borrower is on the Chartered Accountants list or has a membership card indicating membership in the Association of Professional Engineers he may have a Special Borrower's Library Card as stipulated for these groups.

18. RENEWING SPECIAL BORROWER'S CARD

A new application form is not required to be completed (unless the revalidation request is longer than two or three months past the expiry date of the card). If there was a guarantor instead of a deposit, a new guarantor form may be required. The Library Card charge must be paid each time the card is revalidated.

19. SIX-WEEK LOANS

White cardboard authorization card is issued by the Library Administrative Office to be used in conjunction with a Special Borrower's Library Card to obtain 6-week loans. Mainly government librarians are given this special privilege, but the Librarian to the University may authorize it for others. However, it is not a common practice.

20. STUDENTS REGISTERED AT OTHER UNIVERSITIES ANYWHERE

A Special Borrower's Library Card is authorized upon presentation of Student's University I.D. card for the year in which special borrowing privileges are requested. In the case of students here for the summer the student must present the I.D. card for the previous session and indicate that he is returning to university in the Fall. A deposit is required, the borrower must pay the charge for the card, and use the card in a limited area. The borrower is fineable.

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Administrative Document Number 17,
August 15, 1978 (Revised June 10, 1980)

21. TEACHERS (Public School, Separate School, etc.)	No borrowing privileges can be granted. The Edmonton Public School Board has two Special Borrower Library Cards; the Separate School Board has one; the Alberta Teachers' Association has one. These cards are issued in the name of individuals, a deposit or guarantor is required, the charge for the card must be paid and the borrower is fineable. The card may be used in all areas of the Library except the Curriculum Library.
22. UNIVERSITY OF ALBERTA ACADEMIC STAFF, FULL-TIME, PART-TIME	Issued a Faculty Library Card on request, from Circulation Services. The Library Card for non-tenured Academic Staff (with the exception of Library Staff) and part-time Academic Staff has an expiry date. Faculty members on temporary appointment may occasionally request to have their borrowing privileges extended for some valid reason. Such extension may be authorized by the Administrative Officer or in his absence, the Head of Circulation Services.
23. UNIVERSITY OF ALBERTA ACADEMIC STAFF, FULL-TIME, ON RETIREMENT	If continuing to reside in Edmonton, on turning in Faculty card at Circulation Services Library Card Desk may request a new one with no expiry date, and home address in the records but not embossed on the Library Card. The Head of the Circulation Services Division sends a letter to each retiring Faculty Member shortly before retirement explaining this.
23A. UNIVERSITY OF ALBERTA ACADEMIC STAFF, HONORARY	Verify if necessary with the appropriate faculty. They are entitled to a faculty card with an expiry date one year hence. On retirement the same applies.
24. UNIVERSITY OF ALBERTA ACADEMIC STAFF, POST- DOCTORAL FELLOWS	Upon presentation of a verifying letter from the University Department to which they are attached are issued a Faculty Library Card with an expiry date.
25. UNIVERSITY OF ALBERTA ACADEMIC STAFF, PROFESSOR EMERITUS	May continue to use the same Faculty Library Card as before retirement whether or not continuing to reside in Edmonton. If Faculty member prefers, a new Faculty Library Card with an address other than departmental embossed on the Library Card may be requested. The Librarian to the University sends a letter to the Professor Emeritus shortly before his retirement.
26. UNIVERSITY OF ALBERTA ACADEMIC STAFF, RESEARCH ASSISTANTS AND RESEARCH ASSOCIATES	Upon presentation of a verifying letter from the University Department to which they are attached are issued a Faculty Library Card with an expiry date.
27. UNIVERSITY OF ALBERTA ACADEMIC STAFF SPOUSES	Spouses of permanent full-time Academic Staff may receive special borrowing privileges, with deposit and library card charge required. They are fineable.

- 7 - University of Alberta Library Borrowers

28. UNIVERSITY OF ALBERTA ALUMNI	No borrowing privileges granted unless a person has a definite research project and is unable to have access to other resources. Teachers do not receive borrowing privileges. When a Special Borrower's Library Card is authorized a deposit is required, the charge for the card must be paid and the borrower is fineable. The card may be used in a limited area only.
29. UNIVERSITY OF ALBERTA BOARD OF GOVERNORS AND SENATE MEMBERS	Special Borrower's Library Card issued with all costs waived, for use in all areas of the Library except the Curriculum Library. The borrower is non-fineable and entitled to the normal borrowing period.
30. UNIVERSITY OF ALBERTA EXTENSION FACULTY	Full-time Academic Staff-are entitled on request to a Faculty Library Card issued at the Circulation Services Library Card Desk. Part-time Academic Staff-are entitled on request to a Faculty Library card with an expiry date, issued at the Circulation Services Library Card Desk. Full-time Non-academic Staff-are entitled on request to a University of Alberta Non-academic Staff Library Card issued at the Circulation Services Library Card Desk Part-time Non-academic Staff are entitled to an application for a Special Borrower's Library Card with all costs waived, but are fineable. Students-The Adult Student Centre has a 5000 prefix departmental library card primarily for borrowing books for the reserve shelves. Special borrowing privileges are authorized for a limited number of Extension Faculty Students pursuing a scholastic pattern or doing isolated study in considerable depth, but they must bring with them authorization for a card from either the Dean or an academic staff member designated by the Dean. A deposit is required, the charge for the card must be paid and the borrower is fineable. Extension Library-has two 5000 prefix departmental library cards, one for borrowing material to be sent out to rural borrowers and one for charging out material for students at Grant MacEwan Community College.

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- 8 - University of Alberta Library Borrowers

31. UNIVERSITY OF ALBERTA HOSPITAL NURSING STUDENTS IN R.N. PROGRAM	Upon presentation of University of Alberta Hospital Nurse's ID Card at Circulation Services Library Card Desk they are given a Library Card with the figure 2 in front of the borrower's social insurance number and an expiry date. This card carries with it the same borrowing privileges as an undergraduate student's card does.
32. UNIVERSITY OF ALBERTA HOSPITAL STAFF (not clerical)	Upon request in writing from an acceptable authority a Special Borrower's Library Card is authorized. A guarantor is required, there is no charge for the card. The borrower is fineable.
33. UNIVERSITY OF ALBERTA HOSPITAL SPECIAL AND POST-GRADUATE NURSING AND OTHER STUDENTS	A Special Borrower's Library Card is authorized upon request from an Instructor or Nursing Administration. The borrower must provide a guarantor, there is no charge for the library card, and the borrower is fineable.
34. UNIVERSITY OF ALBERTA LIBRARY NON-ACADEMIC STAFF	Full-time hourly paid They are entitled on application to a Non-academic Staff Card with an expiry date. Part-time hourly paid-second or more successive years of employment. They are entitled on application to a Non-academic Staff Card with an expiry date. Other hourly paid They are entitled on application to a Special Borrower's Library Card, with all costs waived and an expiry date which is usually April 30 or August 31. They are fineable.
35. UNIVERSITY OF ALBERTA NON-ACADEMIC STAFF	Full-time They are entitled to a Non-academic Staff Library Card on application at the Circulation Services Library Card Desk. Part-time They are normally entitled to a Special Borrower's Library Card with all costs waived, but are fineable. In some cases they will be issued a Staff Library Card on the same basis as for library hourly staff.

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35. Continued:

UNIVERSITY OF ALBERTA NON-ACADEMIC STAFF, ON RETIREMENT	If of long and/or favorable standing they are authorized to receive a Special Borrower's Library Card with all costs waived and they are not fineable. This arrangement is mainly for Library Staff but could apply to other Non-academic Staff of the University.

36. UNIVERSITY OF ALBERTA STUDENTS

General Categories

Full-time, taking credit courses and Part-time, taking credit courses	Student Library Card issued by Circulation Services
Auditors	Special Borrower's Library Card authorized with all costs waived. The borrower is fineable.
Special	On presentation of letter from Faculty, School or Department, a Special Borrower's Library Card is authorized with all costs waived. The borrower is fineable.
Graduate Diploma Students in the Faculty of Education	These are students who are registered in the Diplo course and already have a degree, but are not registered in the Faculty of Graduate Studies. On presentation of an official document of verificatic from the Faculty of Education are issued a Library Card with a 6-weeks borrowing privilege by Circulation Services.
Graduate Students On Campus Before Official Registration	On presentation of a letter of admission they can receive authorization for a Special Borrower's Library Card for use until they can register officially.
Registration for a Spring or Summer Session	Graduate Students who register for a Spring Sessio without reregisteri.g for the following Winter Session are entitled to have a Student Library Car for twelve months until the following April 30. T card may be revalidated at the Circulation Service Library Card Desk.
	Graduate Students who register for a Summer Sessio without reregistering for the following Winter Session are entitled to have a Student Library Car for twelve months, until the following June 30th.
Registration the Previous Winter Session and Graduating in the Fall	Entitled to a Special Borrower's Card with no charges required. They are fineable.
Nursing Students	Entitled on application to the Circulation Service Library Card Desk, to a Student Library Card.
Off-Campus Evening Credit Program Students	For these Students who live outside of Edmonton and whose courses are given outside of Edmonton collections of books are sent out by the Library for the session.

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36. Continued -
UNIVERSITY OF ALBERTA STUDENTS

Off-Campus Evening Credit Program Students	The Students may also request and be sent additional books as personal loans. They are entitled to Student Library Cards which are sent to them on application by the Circulation Services Library Card Desk.
Ph.D. Candidates (working on dissertation only)	Candidate must bring a written recommendation from his Supervisor or Department Head, and then he is given by the Library Administrative Office a white cardboard card authorizing a Faculty extended loan which is restricted to the Student's field of research. This card must be used in conjunction with the Student Library Card. The borrower is subject to fines if any extended loan material is overdue or recalled and not returned by the new due date.
Postgraduate Medical Students Who Are Fully Registered With the College of Physicians and Surgeons	They have the option of obtaining a Special Borrower's Card through the Health Sciences Library, or a Graduate Student's Card through the Circulation Services Office. The Special Borrower's Card is non-fineable, with a one week loan allowed, and borrowing is restricted to the Health Sciences Library and the John W. Scott Library. The Graduate Student's Card makes the borrower fineable, allows a six week loan and there is no area restriction.
Spring and Summer Session Students (see also section under Graduate Students)	These Students are not encouraged to receive special borrowing privileges before they come on Campus, but if applicant can show proof of acceptance he may receive authorization for a Special Borrower's Library Card.
Winter Session Students, January-April, Requesting Advance Borrowing Privileges	No borrowing privileges for Students whose first registration is in January of any year. They receive a Student Library Card in January on application at the Circulation Services Library Card Desk.
Winter Session Students, September-April, Requesting Advance Borrowing Privileges	They may receive special borrowing privileges over the Summer before Fall registration upon presentation of letter of admission. The deposit and charge for the card are waived but the borrower is fineable. This does not apply to High School graduates entering first year of University.
37. UNIVERSITY OF ALBERTA TEACHING ASSISTANTS	They receive a Faculty Library Card with an expiry date, on application at the Circulation Services Library Card Desk.
38. UNIVERSITY OF CALGARY School of Social Welfare	Students take their courses on the University of Alberta Campus, and on application receive authorization for a Special Borrower's Library Card with all costs waived, but the borrower is fineable. The Head of the

Continued - 11

38. Continued -
UNIVERSITY OF CALGARY
School of Social Welfare

University of Alberta Office is issued a Faculty library card by Circulation Services. Other Instructors are treated the same as Students, unless otherwise requested by the Head of the University of Alberta School of Social Welfare to the Head of Circulation Services.

39. VISITING PROFESSORS

If they are with a University of Alberta Teaching Department for a year they should be given a Faculty Library Card with an expiry date by Circulation Services. If the period is less than a year, a Special Borrower's Library Card is authorized by the Library Administrative Office with all costs waived. The Visiting Professor is non-fineable.

If just visiting in Edmonton over the summer or for a short time other times of the year, a Special Borrower's Library Card is authorized with all costs waived. The Visiting Professor is non-fineable.

Re: Library Policy with respect to staff and students of NAIT

1. The Library has granted the Librarian, Miss Jean Paul, a library card which she may lend to NAIT teaching staff who have need to borrow books from the University Library system.

   This policy is consistent with our policy for government departments and businesses in the city to whom we grant a card to one person only in the organization; that person is responsible for all books borrowed from our Library. Because of the turnover in personnel in these organizations the Library has found it necessary to limit the special borrower's card to one responsible person.

2. With respect to NAIT staff, in a few exceptional cases, the Library has given an instructor a special borrower's card for a limited period.

   This has usually been in connection with the development of a new course for which the NAIT Library has not at that date developed its subject collection.

3. With respect to NAIT students, the Library does not lend books to them.

   The Library does not invite NAIT students to use our facilities since if many of the 5000 students were to come into the Library it would create serious problems in service demands and overcrowding of study space.

4. Sometimes NAIT instructors request to be allowed to bring students to the Library to show them specialized materials, or sometimes request that our library staff lecture to the students. Presumably the purpose of instructing students on available indexes, etc. The decision on each request will have to be made by the library department head, depending on the nature of the request, the circumstances, etc., but the library department head should not encourage such visits as a general principle.

   The problem is that once a class of NAIT students has been familiarized with reference tools in the University Library system it is likely that many will return to use the University Library for general reference and study purposes.

BBP/sm

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Admin. Doc. No. 20 - June 7, 1973
(Revised July 9, 1979)

SPECIAL BORROWERS

I. Policies Governing the Approval of Applications for Special Borrowing Privileges

1. To receive a special borrowing privilege an applicant must demonstrate genuine need for material from the University of Alberta Library and must fit into one of the categories who are eligible to receive the privilege.

2. The majority of Special Borrowers will be required to pay a five dollar service charge. In addition they will be required to place on deposit the sum of forty dollars, or to supply a guarantor acceptable to the Library in lieu of this deposit amount.

3. Membership in certain professional societies may, at the discretion of the Library, exempt the applicant from the requirement to pay the service charge and the requirement to place a deposit or provide an acceptable guarantor. A current list of societies, membership in which confers this exemption, is attached.

4. All applications for special borrowing privileges must be directed to the Librarian to the University or his designee, with the exception that members of the exempted societies mentioned above may apply directly to the Library shown on Schedule A. Applications for special borrowing privileges which are approved at a location other than the office of the Librarian to the University will be restricted to use in the approving location only. The Librarian to the University may also at his discretion restrict a Special Borrower's privileges to any area or areas. Normally, Special Borrowers are not permitted to borrow from the Curriculum Section of the Education Library.

5. The approving location will be responsible for indicating the length of time for which borrowing privileges are being granted, and this may be for any length of time up to but not exceeding one year from the date of application. After the special borrowing privileges have expired the original approving location may authorize revalidation for any period up to one year from the date of renewal.

II. Policies Governing Library Cards Issued to Special Borrowers

1. The library card will be issued to the borrower by the Circulation Services Office.

2. A person who has been approved by Library Administration to receive a Special Borrower's card will be directed to the Circulation Services Office by the Office of the Librarian to the University in order (a) to apply for a library card and (b) to be issued a temporary plastic library card if one is immediately required and a leaflet of instruction on regulations.

3. Plastic library cards for use in the automated circulation system will be mailed to Special Borrowers or called for by them, if preferred by the borrower. If the borrower did not require a temporary card which would have been accompanied by instructions, an instruction leaflet will be enclosed with the card.

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- 2 - Continued
Policies Governing Library Cards Issued to Special Borrowers

4. Expiry dates on plastic cards will be as specified by Library Administration in I.5, above, but will not exceed one year from the date on which the card is authorized, after which Library Administration can authorize revalidation for any period up to one year from the date of renewal.

5. For the special use of the Health Sciences Library, which may authorize Special Borrowers (for its own collection only) independently of Library Administration, it will be provided that at such times as the Circulation Services Office may be closed, the authorization form will be sent by the Health Sciences Library to Circulation Services, which will mail the card to the borrower when it is ready along with instruction on regulations.

6. The Law Library will continue to loan materials (from the Law collection) to members of the Law Society on presentation of their cards indicating membership in the Society. Special Borrower's cards are not issued to these borrowers.

III. Policies Governing the Control of Special Borrowers

1. Where books are held overdue by Special Borrowers the issuance of the first overdue notice (7 days overdue) will cause the borrower to be suspended from further borrowing of library material. When the library material in question has been returned the borrower will be reinstated and will regain his special borrowing privileges.

2. Three suspensions, as per III, 1 above, will be cause for the Library to withdraw permanently the borrower's special borrowing privileges.

3. Sixty days after the expiry of special borrowing privileges, the forty dollar deposit, if one has been made, shall be credited against any charges outstanding on a Special Borrower's account. If the deposit exceeds the charges, a refund of the balance shall be sent to the Special Borrower upon request in writing or in person.

IV. Categories of Special Borrowers and conditions relating to their borrowing privileges are included in Administrative Document, Number 17, August 15, 1978, (Revised March 23, 1979) University of Alberta Library Borrowers.

V. The University of Alberta Library has easy ingress and displays its collections in open stacks. Mary professional and business people in Edmonton and environs make use of the University Library collections for research data. Since the library buildings do not control admission, ingress to the open shelf collections is easy, and outside users take advantage of the research materials without any reference to Library Staff.

SCHEDULE A

Exempted Societies	Approving Location
College of Physicians and Surgeons of Alberta	Health Sciences Library
Law Society of Alberta	Law Library

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UNIV. OF BRITISH COLUMBIA
7/77

ELIGIBLE BORROWERS AND LOAN REGULATIONS

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PART I ELIGIBILITY

"A" CARDS (Faculty Cards)

1. Full-time or part-time teaching staff of UBC
2. Sessional lecturers
3. Senior administrative staff of UBC
4. University Library academic-professional staff
5. University professional staff (except hospital staff)
6. Research associates
7. Teaching assistants who are not also registered as students
8. Post-doctoral research fellows
9. Persons employed by UBC with the title Visiting Faculty
10. Honorary and clinical faculty
11. Emeritus faculty
12. Research staff of Triumf
13. Faculty of affiliated colleges on campus
14. Instructors in the Centre for Continuing Education - valid until 1 week after end of the course being taught
15. Members of the Board of Governors and Senate who are not also registered as students
16. Members of the Universities Council and professional staff of the Universities Council

AUTHORIZATION CARDS

Authorization cards may be requested by any holder of an A card. It empowers the bearer of the authorization card to borrow books in the faculty member's name and for the personal use of the faculty member or for use in connection with research under his/her direction. The faculty member is responsible for all material borrowed on this card.

"B" CARDS (Extra-Mural)

Individual extra-mural cards - free of charge

1. Faculty and professional staff of other universities and colleges in British Columbia
2. Graduate students of other universities in British Columbia
3. Professional staff of museums in British Columbia (other than UBC museums)
4. Undergraduate students of University of Victoria if referred by a University of Victoria librarian in accordance with the terms of the reciprocal agreement.
5. Spouse of UBC faculty member
6. Visiting faculty from universities and colleges outside British Columbia (and not formally attached to a UBC faculty or department)
7. Members of the Institute of Chartered Accountants
8. Volunteer associates of UBC Museum of Anthropology
9. Employees of day care centres on campus (but not their part-time volunteers)
10. Employees of GVLF and the Library Development Commission
11. Members of UBC school and faculty councils who do not qualify for "A" cards

Individual extra-mural cards upon payment of the fee

1. Any adult who is neither a high school student, nor an undergraduate of any local educational institution (such as Simon Fraser University, British Columbia Institute of Technology, etc.)
2. Persons living outside Vancouver are eligible provided that they are able to come in person to borrow books and to return them by the due date
3. Persons not currently registered as students but working on post-graduate degrees or studying at the undergraduate level prior to registering as students at UBC
4. Chartered accountant students who are not registered as UBC students
5. Visiting students from colleges and universities outside British Columbia
6. Employees of any department of federal, provincial, regional or municipal government

Individual extra-mural cards - upon payment of special (reduced) fees

1. Senior citizens (over 65 years of age)
2. Persons registered in non-credit courses through the Centre for Continuing Education. Application for the card is made to the Centre at the time of registering for the course and the card is valid only for the period of the course

Revised Dec./73

"B" CARDS (cont'd)

Institutional cards

Any business firm, government department, association or any other formally organized group except schools. The application must be signed by a responsible official of the group having the authority to make financial commitments on behalf of the group.

STAFF CARDS

1. Employees of UBC who are not included under faculty (including hospital staff and non-professional staff of Triumf)
2. Non-professional employees of affiliated colleges on campus
3. Sessional or non-continuing employees of UBC who are not covered under faculty (The card would be valid only for the period or employment.)

STUDENT CARDS (UBC students only)

Graduate Student Cards

1. Students registered in the Faculty of Graduate Studies
2. Students registered in professional courses leading to a Master's degree (or higher)
3. Medical residents upon registration at U.B.C.

Undergraduate Student Cards

1. Students registered as undergraduates in any faculty for Winter Session, Summer Session or Intersession
2. Students registered in extra-sessional credit courses
3. Students of affiliated colleges on campus (Regent College and Vancouver School of Theology)
4. Students in Correspondence Courses (eligibility can be verified by checking the file in Extension Library) and students in off-campus credit courses
5. Auditing students (upon proof of payment of fees)
6. Students in non-credit certificate and diploma courses (The instructor must supply the Library with a class-list.)

N.B. Students accepted for the coming term but not yet registered may be given temporary cards upon presentation of proof of acceptance (Notice of Eligibility or similar document from Registrar's Office or, in the case of graduate students, a letter of acceptance from the Faculty of Graduate Studies)

WILSON RECORDINGS LIBRARY CARD

A separate card is required for borrowing from the Wilson Recordings Library. The fee for faculty, students and staff is lower than that charged off-campus borrowers. Off-campus borrowers need not purchase an extra-mural "B" card in order to purchase a Wilson Library card.

OTHER SERVICES

1. Interlibrary Loan. Books may be borrowed by other libraries from UBC through interlibrary loan according to the procedures and terms set by the Library. UBC on-campus borrowers may borrow from other libraries through interlibrary loan. Refer any questions to the Interlibrary Loan Office.

2. Extension Library. For students registered in Correspondence courses, free mail service is provided by the Extension Library.

   For off-campus courses, classroom collections are provided for each class and the books lent to the students according to regulations set by the instructor.

3. Service to persons without library cards. Persons not eligible for a library card or not wishing to purchase an extra-mural card may, nonetheless, read or refer to books on the premises and may request reference assistance in finding books and/or information. (Extensive reference assistance may be denied for the sake of on-campus borrowers.)

CARDS ARE NOT TRANSFERABLE

Personal library cards are not transferable and may be used only by the persons to whom they are issued. Cards may be confiscated if used by anyone other than the card owner. An exception may be made when a borrower sends a friend or relative to pick up material for him/her. In this case the bearer of the card should have a note of authorization from the card owner. Handicapped borrowers may need to resort to this procedure fairly often.

Since institutional cards bear the name of the institution rather than of individuals, it will be the responsibility of the institutions to see that the cards are not given to unauthorized persons.

PART II ISSUING CARDS

1. The following cards are issued by the Circulation Division upon application (usually in person) and upon proof of eligibility:

faculty cards
staff cards
extra-mural cards
authorization cards

In the case of members of UBC school and faculty councils, the Dean or Director will send the University Librarian a list of the names and addresses of members wanting cards.

2. Student cards

a) Winter session cards are issued during Registration week at a special location, usually in the Main Library. A few days after Registration week and for the rest of the year, winter session students should apply for their cards at the Loan Desk.

b) Summer session and Intersession cards are issued upon application at the Loan Desk.

c) Students in diploma and certificate courses who do not register through the Registrar's Office are issued cards upon application at the Loan Desk, but first the instructor must supply Circulation with a class list.

3. Wilson Recordings Library cards

These are issued upon application to the Wilson Recordings Library.

4. Carrell cards

Applications should be directed to the branch where the carrells are located. For carrells in the Main Stacks applications are made to the Loan Desk.

5. Lost cards

Replacements for lost student cards are issued by Circulation Div. upon presentation of the designated application form validated by the Registrar's Office and stamped by the Finance Dept.

Replacements for other types of cards are issued by Circulation Division upon application and without charge.

PART III LOAN PERIODS

FACULTY, STUDENT AND STAFF

Home Use Materials

2 weeks - Main Library, Asian Studies, Crane, Ecology, Fine Arts, Law, MacMillan, Mathematics, Music, Social Work and Woodward Libraries. (For faculty, any items not requested by another borrower by the 8th day are automatically extended to the end of term.)

1 week - Curriculum Laboratory, Government Publications and Sedgewick Library

Serials and Restricted Use

1 week - bound)
3 days - unbound) - Main Library, Asian Studies, Crane, Ecology, MacMillan, Mathematics, Social Work and Woodward Libraries

2 days - Law Library

1 day - Sedgewick Library

overnight - Curriculum Laboratory

Library Use Only - Fine Arts and Music Libraries

Reserve Materials

2 hours, 1 day or 3 days as marked in each item

Library Use, Reference Books and Newspapers

In library only

Recordings

Library use only - Music Library

2 weeks - Wilson Recordings Library

Other Materials

Cassettes - 1 week - Sedgewick Library

Pamphlets - 1 day - Sedgewick Library

EXTRA-MURAL READERS (Both individual and institutional)

Home Use Materials

2 weeks - Main Library, Asian Studies, Crane, Ecology, Fine Arts, Law, MacMillan, Mathematics, Music, Social Work and Woodward Libraries.

1 week - Government Publications

Library Use Only - Sedgewick Library and Curriculum Laboratory

Serials, Restricted Use, Reserve, Library Use, Reference and Juvenile Collection

Library Use Only - all libraries

Recordings

Library Use Only - Music Library

2 weeks - Wilson Recordings Library (limit of 4 items at a time)

EXTENDED LOANS

Borrowers may request longer loan periods on specific items. They may do so when signing material out or at any time thereafter and should be given favourable consideration whenever feasible. An extended loan is not an indefinite loan; a due date is set but it is later than it would be for a normal loan. Extended loans are subject to immediate recall if requested by another borrower.

Extended loans would not normally be granted for reference books, unbound current periodicals, anchored serials, and reserve materials. In the case of reserve materials, extended loans may be possible between sessions.

LOAN PERIODS FOR CARRELLS IN THE MAIN LIBRARY

Home use books, bound serials and restricted use books

For duration of session, subject to immediate pick-up when requested by another borrower

Unbound serials and Library Use Only books

May not be signed out to a carrell

Books from other branches and the Reserve Book Collection

May not be signed out to a carrell

UNIVERSITY OF CINCINNATI
LIBRARY

CIRCULATION CARDHOLDER POLICY, CENTRAL LIBRARY

CRITERIA	IDENTIFICATION REQUIRED TO OBTAIN CARD	FEE	TERM OF CARD	LOAN PERIOD
Immediate family of faculty and staff (full or part-time) Retired faculty and spouses (Greater Cincinnati Area)	Drivers license, etc. verifying person's name plus faculty or staff I.D. of relative working at U.C. Verification of name in current U.C. Offices and Telephone Directory will be accepted.	Free	one year from date of application	3-week
U.C. graduate students working on theses or dissertations who are not currently registered in school	letter of introduction from U.C. Department plus current Drivers license, etc.	Free	end of current academic year	Quarter loan (plus ILL and Reserve privileges).
Free University Program	Instructor will write letter to Head of Circulation listing students in his class.	Free	length of class	3-week
U.C. Alumni Association Members and Associate Members.	presentation of Alumni card	Free	for duration of one year (use dates on Alumni card-except life memberships which must be renewed every year).	3-week
Board of Trustees	Identification verifying persons name, address and verification of name in U.C. Offices and Telephone Directory.	Free	duration of term	3-week
Congressmen (Ohio)	Identification verifying person's name address and verification of name from list to be supplied to the Head of Circulation.	Free	duration of term	3-week
Visiting lecturers and invited scholars (eg. Taft Scholars)	letter of introduction from the U.C. Dept. which is sponsoring the lecturer.	Free	end of lectureship	Quarter loan or end of lectureship (plus ILL privileges).

4/26/78 - Approved by University Library Committee

10/3/78 - Approved by Board of Trustees

CRITERIA	IDENTIFICATION REQUIRED TO OBTAIN CARD	FEE	TERM OF CARD	LOAN PERIOD
Faculty of neighboring colleges and universities, includes any Ohio institution & areas of Kentucky and Indiana in the Greater Cincinnati Area (Does not include retired faculty or professors emeriti or family members of faculty of these schools).	current faculty identification from person's college or university plus current Drivers license, etc.	Free	one year from date of application	3-week
Public and private school teachers in the Greater Cincinnati Area	current faculty identification or letter of introduction from person's school system plus current Drivers license, etc.	Free	one year from date of application	3-week
Clergymen and members of religious orders (Greater Cincinnati Area)	any identification verifying person's membership in a religious order, this includes cards.	Free	one year from date of application	3-week
Members of the McMicken Club	A McMicken Club membership card.	Free	one year from date of application	3-week
Professors Emeriti	Faculty Card. If person does not have faculty card, issue a library card after seeing some identification and checking "Professors Emeriti" in current U.C. phonebook.	Free	one year from date of application	Faculty loan (plus ILL and Reserve privileges).
Any resident of the Greater Cincinnati Area	Identification verifying person's name and address.	$ 5.00	six months from date of application	3-week
Other	Anyone contributing $30 to the Collection Endowment Fund. Library card will be sent with acknowledgment. Check should be made payable to U.C. Library Endowment.	$30.00	one year from date of application	3-week
Any non-resident of the Greater Cincinnati Area (Visitor to University)	Identification verifying person's name and address.	$50.00	six months from date of application	3-week

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CRITERIA	IDENTIFICATION REQUIRED TO OBTAIN CARD	FEE	TERM OF CARD	LOAN PERIOD
College of Community Services- the following organizations receive Library Services through the College of CCS:	Identification linking person to organization plus identification verifying person's name and address.	Free	one year from date of application	3-week

Blue Cross Association of Southwest Ohio
Cincinnati Center for Developmental Disabilities
City Planning Commission
Clovernook Home & School for the Blind
Coalition of Neighborhoods
Community Administrator City Hall
Council on Alcoholism of the Cincinnati Area
Covington Community Center
Health Planning and Resources Development Association (CORVA)
Human Relations Commission/Research and Neighborhood Affairs
Jewish Vocational Services
Longview State Hospital (BVR)-Social Services
Madisonville Housing Services
Mental Health Services
Ohio Bureau of Vocational Rehabilitation
Ohio Division of Mental Health and Mental Retardation
Southwestern Ohio Regional Alcoholism Evaluation Program
Ohio-Kentucky-Indiana Regional Council of Governments
Seven Hills Neighborhood Houses
Urban Appalachian Council

PLEASE NOTE: All letters of introduction must be presented on official department letterhead stationary.

The Greater Cincinnati Area includes in Ohio: any residence in Hamilton County plus Milford and Loveland; in Kentucky: any residence having a 410xx zip code; in Indiana: any residence having a 470xx zip code.

Library cards will be issued in all the above cases and will specify special privileges.

Students in special programs are registered at U.C. and need no special card.

Circulating policies may differ in College and Departmental Libraries.

8/9/78

University of Colorado Libraries
Boulder Campus
Circulation Policy

PURPOSE

The following categories of individuals are eligible for library borrowing privileges:

(1) Campus Borrowers: (see Loan Periods for loan privileges)

(a) Currently enrolled undergraduate students.

(b) Currently enrolled graduate students.

(c) Faculty consisting of the president, vice presidents, chancellor, vice chancellors, professors, associate professors, assistant professors, instructors, research associates, teaching associates, teaching assistants, lecturers whether serving under visiting, acting or research, whether serving part-time or full time and whether serving in an acting or emeritus capacity.

(d) Staff - classified and exempt.

(e) Individuals with appointment to agencies that have been granted University Affiliation by the Assistant Vice Chancellor for Administration for the Regents of the University of Colorado a body corporate.

ACLU	American Civil Liberties Union
BSCS	Biological Sciences Curriculum Study
CAU Press	Colorado Associated University Press
CAUSE	College and University Systems Exchange
CIRES	Cooperative Institute for Research in Environmental Sciences
CMS	College Music Society
Credit Union	University of Colorado Federal Credit Union
JILA	Joint Institute for Laboratory Astrophysics (NBS)
NAR Fund	Native American Rights Fund
NCACS	North Central Association of Colleges and Schools
NCAR	National Center for Atmospheric Research (Including HAO - High Altitude Observatory)

NOAA	National Oceanographic and Atmospheric Administration
NPAC	National Policy Analysis Center
RMMLF	Rocky Mountain Mineral Law Foundation
SSEC	Social Science Education Consortium
WICHE (Incl.NCHEMS)	Western Interstate Commission for Higher Education (Including National Center for Higher Education Management Systems)

(f) Currently enrolled students from the three other University of Colorado Campuses (Denver, Colorado Springs, Medical Center) who are registered but lack a plastic ID. Currently enrolled Boulder Campus students who lack a plastic ID such as SAVE, Mini College, Intensive English.

(g) CU Faculty and Staff (as defined in (c) and (d) above) from Boulder, Denver, Colorado Springs, and the Denver Medical Center who lack a plastic ID.

(h) Individuals who are Institute participants or otherwise temporary students on the Boulder Campus such as Economics Institute, Shakespeare Festival, etc.

(2) Off Campus borrowers who are granted borrowing privileges on a non-fee basis. These borrowers are not eligible for renewals or recalls, and are limited to short loan or regular loan period.

(a) Spouses of faculty, academic staff and administrative personnel as defined in (1) (c,d,g) of this section.

(b) Faculty, Staff, and Students of the Colorado State supported institutions of higher education who have a current valid ID for the institution.

(c) Faculty, Staff and Students from privately funded institutions of higher education in the state of Colorado who have a current valid ID for the institution.

(d) Public Patrons: Individuals 18 years of age or older and residents of the State of Colorado for three months or longer, or who own property in the State of Colorado and can provide proof of ownership.

(e) Public Patrons - see (2) (d) above

(f) Friends of the Library - see (2) (d) above

(g) Rare Book Associates - see (2) (d) above

(h) University Alumni Association members - see (2) (d) above

(i) Individual high school students (under 18) whose high school faculty and library have entered into a written agreement with UCB Libraries stipulating the borrowing privileges.

(3) Out of state graduate students, faculty who have a current valid ID from their institution can be granted short term borrowing privileges. (See Loan Periods section.)

(4) Non University Affiliated organization which have need of materials for research purposes, located in UCB Libraries, should be encouraged to seek University affiliation. Lacking such a contract, borrowing privileges can be granted for a non-refundable fee of $30.00 per year for one library card plus $10.00 per year for each additional card. Each card is issued in the name of the principal borrower who assumes the responsibility for return of material and payment of library charges. These borrowers are not eligible for recalls or renewals and are limited to the short term or regular loan period.

(5) Off-campus individuals who are non-Colorado residents who have need of material for research purposes, located in UCB Libraries can use the materials in the library during the opening hours and are not eligible for borrowing privileges.

IDENTIFICATION CARD - CONDITIONS OF USE

(1) Each borrower is responsibile for obtaining an official identification card from the appropriate University office or library borrower's card from the Norlin Library Circulation Department (between the hours of 8am - 5pm M-Sat).

(a) Public patrons can be issued a borrowers card immediately upon presentation of proof of residency (address, i.e., telephone or utilities bill, tax bill, bank statement) adn one of the following: Valid Colorado Driver's license or valid Colorado ID issued by the Colorado Vehicle Bureau or other current photo ID.

(2) An identification card is authorized for use only by the individual whose name appears on the card.

(3) Official identification must be presented for the completion of each in-person circulation transaction.

(4) Each borrower is responsible for materials checked out on his/her University of Colorado identification card or library borrower's card.

(5) Each borrower is responsible for keeping the appropriate University office informed of changes of address.

(a) UCB Faculty and Staff inform the University Personnel Office.

(b) Other CU campuses inform respective personnel offices.

(c) All non university borrowers inform Norlin Library Circulation Department.

DISCLOSURE OF BORROWER IDENTITY

The name or address of the borrower who has or had an item checked out or who has placed a hold on an item will not be disclosed to other borrowers. (See policy attached.)

In cases where the normal hold and recall procedures do not meet the borrower's need, the library will attempt to expedite return of the material.

LOAN PERIODS

(1) Department Heads may designate certain material as reference or non-circulation and must be used within the confines of the library.

(2) Department Heads may designate special conditions of use for some materials because of format, subject, rarity, etc.

(3) Short Loan Periods:
Department Heads may designate certain material as having a short loan period based on anticipated demand or for reserve purposes. Such loan periods are one of the following:

(a) Two hour or less.

(b) Overnight or one day.

(c) Three days.

(d) One week.

(4) Regular Loan Period

(a) Three weeks.

(5) Extended Loan Periods

(a) Three month loans for all graduate students on all CU campuses.

(b) Six month loan period is granted to any of the following when requested:

Faculty, Staff, PhD candidates from all CU campuses, University Affiliates.

DATE LIBRARY MATERIAL IS DUE

(1) Material is due on the date and hour specified at the time checked out or as adjusted by recall. If the hour is not specified, material is due at closing time on the date specified.

(2) Material checked out to a borrower automatically becomes due upon expiration date of the borrower's identification card or upon termination of employment.

RETURN OF LIBRARY MATERIALS

(1) Reserve material must be returned directly to the unit from which it is borrowed. If it is returned elsewhere, it is considered to be returned at the time it is received at the unit from which it is borrowed. Special material may be also designated for return to the unit from which it is borrowed.

(2) All other material is considered returned the date it is returned to any unit in the system.

(3) Material returned to the outside book drop when the unit is closed is considered to be returned as of closing time the previous day the library was open.

HOLDS

(1) All borrowers may place holds on non-reserve material which is checked out. A hold may be placed on:
   (a) Non-reserve material with a loan period of more than three days.
   (b) Reserve material for use when it comes off reserve.

(2) Borrowers may not place a hold on material checked out to themselves.

(3) Library units may place holds on all material.

(4) Material on which a hold has been placed may not be renewed.

(5) When material on which a hold has been placed is returned, the requestor is informed of its availability and the item is held for a limited time.

(6) Order of priority of holds:

(a) Reserve units.

(b) Campus borrowers (in order by day of hold).

(c) Off-campus borrowers (in order by day of hold.)

(d) Interlibrary Loan processing units.

(e) Other library units.

EMORY UNIVERSITY LIBRARY

Borrowing Regulations for Alumni

I. Classification
1. A person haveing successfully completed at least three academic quarters at Emory is defined as an alumnus.
2. Identification.
   a. Persons presenting current Alumni Association cards.
   b. Persons listed in the Alumni Association Directory.
   c. Persons confirmed by the Alumni Secretary as having successfully completed three academic quarters of work at Emory.

II. General Borrowing Regulations
1. Persons in this classification must present a valid Library Alumni card which is issued at the Circulation Desk to qualified applicants.
2. Borrowing privileges are not transferable and must be exercised personally.
3. Borrowing privileges do not extend to periodicals.
4. No more than five books may be checked out at one time.
5. All material checked out is subject to recall immediately if needed for reserve purposes.
6. Borrowers are responsible for material checked out until it is returned to the Library or section of the Library from which it was borrowed.
7. Violations of borrowing privileges will result in a revocation of the borrower's card.
8. Borrowers in this classification may use any library on campus subject to the regulations governing that specific library.

III. Loan Periods
1. Books are checked out for two week loan periods and may be renewed if they have not been reserved by another reader.
2. All books must be brought to the Circulation Desk for renewal.
3. Limited Circulation
   (a) Books in the New Book Room may be borrowed for two weeks and are not renewable.
   (b) Government documents in the Documents Center may be borrowed for two weeks and are renewable. Some documents are for reference use only.

IV. Stack Floors
1. Borrowers in this classification do not have access to stack floors 1-6.
2. Permission to enter stack floors 1-6 may be given under exceptional circumstances by the Assistant University Librarian, Circulation Department.

V. Overdue Books and Fines
1. A fine of ten cents per day is charged for each overdue book.
2. Failure to return an overdue book requested by another borrower results in a fifty cents per day fine.

VI. Lost or Damaged Books

Lost or damaged books must be paid for or replaced by the borrower.
1. Replacement charges for lost books:
   Lost book in print: cost of book plus $2.50 processing fee.
   Lost book out of print: cost of Xerox reproduction at five cents per page plus $2.50 processing fee.
2. Damaged books: cost of repair; if not repairable, price of lost book as above.
3. Borrower may replace lost or damaged book with a copy acceptable to the Library, plus $2.50 processing fee.

Library privileges will be withheld after accrual of more than $2.00 for fines and/or payment for lost books.

EMORY UNIVERSITY LIBRARY

Borrowing Regulations for Local Research Workers

I. Classification
1. Persons in this classification are those not connected with an institution of higher learning but who have made full use of local resources and who need material for a book, a scholarly article or an address requiring scholarly research for which Emory has unique sources or the only material in the area.
2. Persons applying for a Local Research card must give as reference an Emory faculty member or an Atlanta resident listed in the telephone directory and provide satisfactory identification.

II. General Borrowing Regulations
1. Persons in this classification must present a valid "Local Research" card in order to withdraw library material. This card is available upon application to the Chief Circulation Librarian or one of the Reference Librarians.
2. Borrowing privileges are not transferable and must be exercised personally.
3. Borrowing privileges do not extend to periodicals.
4. No more than five books may be checked out at one time.
5. All material checked out is subject to recall immediately if needed for reserve purposes.
6. Borrowers are responsible for material checked out until it is returned to the Library or section of the Library from which it was borrowed.
7. Violation of borrowing regulations will result in a revocation of borrowing privileges.

III. Loan Periods
1. Books are checked out for two week loan periods and may be renewed if they have not been reserved by another reader.
2. All books must be brought to the Circulation Desk for renewal.
3. Limited Circulation
   (a) Books in the New Book Room may be borrowed for two weeks and are not renewable.
   (b) Government documents in the Documents Center may be borrowed for two weeks and are renewable. Some documents are for reference use only.

IV. Stack Floors
Borrowers in this classification do not have access to stack floors 1-6.

V. Overdue Books and Fines
1. A fine of ten cents per day is charged for each overdue book.
2. Failure to return an overdue book requested by another borrower results in a fifty cents per day fine.

VI. Lost or Damaged Books
Lost or damaged books must be paid for or replaced by the borrower.
1. Replacement charged for lost books:
   Lost book in print: cost of book plus $2.50 processing fee.
   Lost book out of print: cost of Zerox reproduction at five cents per page plus $2.50 processing fee.
2. Damaged books: cost of repair; if not repairable, price of lost book as above.
3. Borrower may replace lost or damaged book with a copy acceptable to the Library, plus $2.50 processing fee.

Library privileges will be withheld after accrual of more than $2.00 for fines and/or payment for lost books.

EMORY UNIVERSITY LIBRARY

Borrowing Regulations for Emory Associates and Visiting Scholars

I. **Classification**

1. Persons auditing courses at Emory.
2. Persons enrolled in Emory Community Education courses.
3. Persons enrolled in the Atlanta Area Teacher Education Service program.
4. Georgia Mental Health interns who present letters of introduction from Emory faculty.
5. Faculty and students from four year colleges and universities not in the University Center who need to use the Library for a specific project. A visiting scholar's card will be issued upon presentation of a letter of introduction from the librarian of the applicant's institution, for a period not to exceed the length of his stay in Atlanta.
   (1) Faculty and students visiting in Atlanta.
   (2) Residents of Atlanta who attend college elsewhere and are home during a holiday period.
   (3) Residents of Atlanta who are working toward an advanced degree.

II. **General Borrowing Regulations**

1. Emory associates must present a valid registration receipt from their associate organization in order to withdraw library material. Visiting scholars and Georgia Mental Health Institute interns must present a valid "Visiting Scholars" card. This card is available from the Chief Circulation Librarian or one of the Reference Librarians.
2. Borrowing privileges are not transferable and must be exercised personally.
3. Borrowing privileges do not extend to periodicals.
4. No more than five books may be checked out at one time.
5. Violation of borrowing regulations will result in a revocation of borrowing privileges.
6. Borrowers are responsible for material checked out until it is returned to the Library or section of the Library from which it was borrowed.
7. Borrowers in this classification may use any library on campus subject to the regulations governing that specific library.

III. **Loan Periods**

1. Books are checked out for two week loan periods and may be renewed if they have not been reserved by another reader.
2. All books must be brought to the Circulation Desk for renewal.
3. **Limited Circulation**
   (a) Books in the new Book Room may be borrowed for two weeks and are not renewable.
   (b) Government documents in the Documents Center may be borrowed for two weeks and are renewable. Some documents are for reference use only.

IV. **Stack Floors**

1. Borrowers in this classification do not have access to stack floors 1-6.
2. Permission to enter stack floors 1-6 may be given under exceptional circumstances by the Assistant University Librarian, Circulation Department.

V. **Overdue Books and Fines**

1. A fine of ten cents per day is charged for each overdue book.
2. Failure to return an overdue book requested by another borrower results in a fifty cents per day fine.

VI. **Lost or Damaged Books**

Lost or damaged books must be paid for or replaced by the borrower.

1. Replacement charges for lost books:
   Lost book in print: cost of book plus $2.50 processing fee.
   Lost book out of print: cost of Xerox reproduction at five cents per page plus $2.50 processing fee.
2. Damaged books: cost of repair; if not repairable, price of lost book as above.
3. Borrower may replace lost or damaged book with a copy acceptable to the Library, plus $2.50 processing fee.

Library privileges will be withheld after accrual of more than $2.00 for fines and/or payment for lost books. Borrower's institution may be contacted for assistance in return of overdue books or replacement of lost books.

EMORY UNIVERSITY LIBRARY

Borrowing Regulations for Members of the
Board of Visitors and Friends of the Library

I. CLASSIFICATION

1. A person who is listed in the official list of current Members of the Board of Visitors of Emory University.
2. A person who is listed in the official list of active members of the Friends of the Library.

II. GENERAL BORROWING REGULATIONS

1. Persons in this classification must present a valid Library guest card which is issued at the Circulation Desk to qualified applicants.
2. Borrowing privileges are not transferable and must be exercised personally.
3. Borrowing privileges do not extend to periodicals.
4. No more than five books may be checked out at one time.
5. All material checked out is subject to recall immediately if needed for reserve purposes.
6. Borrowers are responsible for material checked out until it is returned to the Library or section of the Library from which it was borrowed.
7. Violations of borrowing privileges will result in a revocation of the borrower's card.
8. Borrowers in this classification may use any library on campus subject to the regulations governing that specific library.

III. LOAN PERIODS

1. Books are checked out for two week loan periods and may be renewed if they have not been reserved by another reader.
2. All books must be brought to the Circulation Desk for renewal.
3. Limited Circulation
   (a) Books in the New Book Room may be borrowed for two weeks and are not renewable.
   (b) Government documents in the Documents Center may be borrowed for two weeks and are renewable. Some documents are for reference use only.

IV. STACK FLOORS

Borrowers in this classification may have access to stack floors upon presentation of a valid alumni library card at the Circulation Desk.

V. OVERDUE BOOKS AND FINES

1. A fine of ten cents per day is charged for each overdue book.
2. Failure to return an overdue book requested by another borrower results in a fifty cents per day fine.

EMORY UNIVERSITY LIBRARY

Borrowing Regulations for University Center Borrowers

I. Classification

Faculty, research staff and students from member institutions of the University Center in Georgia:

Agnes Scott College
Atlanta School of Art
Atlanta University Center
Columbia Theological Seminary
Georgia Institute of Technology
Georgia State College
Oglethorpe College
University of Georgia

II. General Borrowing Regulations

1. Borrowers in this classification must present a valid interlibrary use card issued by the library of their school in order to withdraw library material. All Atlanta University Center cards must be issued by the Atlanta University Director of Libraries.
2. Borrowing privileges are not transferable and must be exercised personally.
3. Borrowing privileges do not extend to periodicals.
4. No more than five books may be checked out at one time.
5. All material checked out is subject to recall immediately if needed for reserve purposes.
6. Borrowers are responsible for material checked out until it is returned to the Library or section of the Library from which it was borrowed.

III. Loan Periods

1. Books are checked out for two week loan periods and may be renewed if they have not been reserved by another reader.
2. All books must be brought to the Circulation Desk for renewal.
3. Limited Circulation
   (a) Books in the New Book Room may be borrowed for two weeks and are not renewable.
   (b) Government documents in the Documents Center may be borrowed for two weeks and are renewable. Some documents are for reference use only.

IV. Stack Floors

Borrowers in this classification do not have access to stack floors 1 – 6.

V. Overdue Books and Fines

1. A fine of ten cents per day is charged for each overdue book.
2. Failure to return an overdue book requested by another borrower will result in a fifty cents per day fine.
3. Borrowers in this classification must respond to recall and overdue notices or the cases will be referred to the institution issuing the interlibrary use card.

VI. Lost or Damaged Books

Lost or damaged books must be paid for or replaced by the borrower.

1. Replacement charges for lost books:
   Lost book in print: cost of book plus $2.50 processing fee.
   Lost book out of print: cost of Xerox reproduction at five cents per page plus $2.50 processing fee.
2. Damaged books: cost of repair; if not repairable, price of lost book as above.
3. Borrower may replace lost or damaged book with a copy acceptable to the Library, plus $2.50 processing fee.

Library privileges will be withheld after accrual of more than $2.00 for fines and or payment for lost books. Borrower's institution may be contacted for assistance in return of overdue books or replacement of lost books.

COOPERATIVE AGREEMENTS

DUKE-UNC

COOPERATIVE LIBRARY LENDING AGREEMENT

This AGREEMENT is a cooperative library lending bond between the Perkins Library of Duke University and the main libraries of four constituent institutions of the University of North Carolina--The University of North Carolina at Chapel Hill, North Carolina State University, The University of North Carolina at Greensboro, and The University of North Carolina at Charlotte. This AGREEMENT does not constitute a cooperative bond between or among the libraries of the four named branches of the University of North Carolina.

Faculty members, administrative officers, permanent members of the library staff, graduate students, and fifth year professional students currently enrolled at the cooperating universities may obtain bookstack access and home use borrowing privileges for the participating libraries.

Persons eligible for and desiring cooperative home use loan privileges must register for a Library Privilege Card with the library of their own institution. It is the obligation of the registering library to maintain a registration file of persons issued Library Privilege Cards so as to make legal enforcement of loan regulations possible.

Since duplicate registration records will not be sent to the lending libraries, the registering library may be required from time-to-time to furnish a count of its registrants to any of the several libraries involved. Privilege cards issued to faculty members, administrative officials, and permanent library staff members are dated to

expire one year after the date of issue. Cards issued to graduate students and fifth year professional students are dated to expire upon the termination of the current academic year or at the termination of their enrollment if they will not be enrolled for the entire academic year. Graduate students and professional school students enrolled for summer sessions are issued cards only for the sessions attended and will have to renew in the fall for the academic year.

Registered borrowers of the participating universities are required to present their Library Privilege Card at the loan desk of the lending library when requesting a loan or stack access. The lending library may also require borrowers to present evidence verifying their current enrollment at the registering institution. The lending library's regular undergraduate student loan period applies to all borrowers unless modified by a separate reciprocal agreement between particular libraries. (For example, Duke's loan period is two weeks, but UNC-CH faculty have the option of retaining materials an extra two weeks before it is considered overdue.) All loan policies and all charges assessed the borrower for overdue fines, lost books, or damaged materials will be based on the policies of the lending libraries. The lending library reserves the right to limit the home use of high demand materials to its own students and faculty. It will also expect immediate response to recall notices for materials needed by its students and faculty. Any library may deny borrowing privileges to persons violating its regulations and policies. Library Privilege Cards may be denied any applicant with a delinquent record in either his home library or any of the cooperating libraries.

The librarian or a designated official of the borrower's library serves as an agent in negotiations between the other libraries and the borrower. The librarian or a designated agent of the borrower's university will assist the lending library in effecting the return of overdue materials and collecting unpaid charges. The enforcement means typically used by the borrower's university to collect unpaid charges will be applied to the borrower as if the delinquent account had been accrued at the university's own library.

In the event the home library is ineffective in dealing with any delinquent borrower, faculty or student, the lending library will be free to take any measures it can to bar access to its collections and services by the individuals involved.

Any extensions of privileges stated herein are at the option of the lending library.

In general the following procedures will apply for enforcing regulations and lending policies through the collection of lost book and/or overdue charges:

1. Copies of bills posted by lending libraries to delinquent student borrowers will be held one month to allow the borrower to respond and settle his account with the lending library. If he has not responded after thirty days a copy of the original bill will be sent to his home library where it will be processed by that library in line with its usual billing procedures. (The home library will not be expected to send additional overdue notices, etc., as the lending library will have already sent notices and bills.)
2. At those home institutions where bills are sent to the bursar or the cashier's office, payments collected are retained by the home institution. At some institutions (NCSU for example) the library may (acting in line with its usual procedures) collect the charges or, by withholding credits, transcripts, etc., force the borrower to settle directly with the lending library.
3. Effecting the return of books loaned to members of the faculty will be handled by the home library for the lending library in accord with the home library's usual procedures. At Duke, for example, faculty members may be billed and the procedure will be initiated upon receipt of a bill copy from the lending library thirty days following the original billing. Other libraries that do not bill members of the faculty will deal with delinquents by direct contact, by contact through departmental chairmen, or by letters of intent to cancel library privileges.

FROM: ILLINOIS REGIONAL COUNCIL 1978 HANDBOOK

THE INFOPASS PROGRAM

The Illinois Regional Library Council initiated its Infopass Program as a pilot project in January 1973. It proved so successful that it was converted into a permanent Council program one year later. Since that time, Infopass has been adopted by a variety of library groups, including the Illinois Valley Library System, the Library Council of Metropolitan Milwaukee, the Tri-County Library Council in Kenosha, and has been considered for adoption by organizations as far away as Great Britain and West Germany.

The purpose of the Infopass Program is to improve access to information in the Council area. It is based on the premise that libraries are willing to translate their commitment to cooperation for improved access into action by opening their collections to persons outside their normal user community whose information needs would otherwise not be satisfied.

Every library in the Council area is invited to demonstrate its cooperative spirit by participating in the Infopass Program as a source library. Each Council member library has two potential roles in the Program – as a referring library and as a source library.

As a referring library, your library would be able to refer your users to other participating libraries for information which you do not have either in your own library or which is not accessible through other cooperative agreements or networks. The mechanism for the referral is the Infopass (Information Passport) form. (See example on the following page).

As a source library, your library determines the services (e.g., in-library use of materials, limited borrowing, telephone assistance only, etc.) it can offer to persons outside its normal user community. This information is made available to all other Council members in LICCMA (*Libraries and Information Centers in the Chicago Metropolitan Area*).

The Infopass Program was introduced at meetings held throughout the Council area in 1972. Refinements suggested by members were incorporated into the program at that time. Since then, Infopass Update sessions have been held periodically to explain the program and monitor new developments. All significant changes are immediately published in the Council's monthly newsletter, *Multitype Library Cooperative News.* It is vital, therefore, that those persons issuing or receiving Infopasses check each newsletter for Infopass Program news.

INFOPASS REFERRAL PROCEDURES FOR REFERRING LIBRARIES

The procedures for making an Infopass referral are quite simple. It is important that they be followed carefully in order to insure that this Program can continue. Procedures for referring libraries are outlined below:

1. *Screen requests*: When you are faced with an information request, conduct an interview sufficient to determine the real nature of the information need and to determine whether the request is a valid Infopass request. Infopass has not been designed to provide study hall privileges nor access to trivial materials. It is meant to satisfy more serious information needs.

2. *Exhaust other resources*: Be sure that you do not have sufficient resources to satisfy the request either in your own library or through existing cooperative arrangements and networks before considering Infopass. If you find that the needed resources are either unavailable, or only available after such a delay or at such a distance as to make their use impractical, use Infopass.

3. *Locate resources*: Use all tools available to you to locate the needed resources—catalogs, union lists, and your own personal knowledge of area collections will be of help. The tool

which was designed for helping to locate resources is the Council publication, *Libraries and Information Centers in the Chicago Metropolitan Area* (LICCMA). To ascertain the location of resources using LICCMA, first check under the general subject matter of the request in the LICCMA subject index. Although the subject index is based on Library of Congress subject headings, it may take several tries to locate the heading for the information you seek. Be imaginative and persistent. Once you have located the appropriate subject heading, note every library listed under it, and refer to the main entry for each of the listed libraries to obtain additional information about the scope of their respective collections. Some libraries have included the number of volumes held in given subject areas, others have described the scope of their collections in various subject areas by using the asterisk code keyed on page vi.

If you cannot locate the resources you seek, consider telephoning the Council office for assistance (828-0928). The staff may know of a library new to the Infopass Program which has just the material you need.

4. *Select Source Library*: On many occasions, LICCMA and/or your other resource location tools will identify more than one library holding the materials needed. In these cases, there is a definite order in which source libraries are to be approached. It is:

First: All publicly-supported libraries (i.e., public libraries and tax-supported libraries of school and junior college districts, of city colleges, state colleges, and universities, and of government agencies.

Second: All other Council-member libraries except the Northwestern University Libraries in Evanston and the Joseph Regenstein Library of the University of Chicago. Although most of the libraries included in this group are essentially private ones (generally in private businesses, schools, and other institutions) when you cannot locate the resources you seek in publicly-supported libraries, do not hesitate to approach these libraries. Remember, they have volunteered to participate in the Infopass Program and have spelled out the terms they are willing to follow in their LICCMA entries.

Third: The Northwestern University Libraries in Evanston and the Joseph Regenstein Library at the University of Chicago. These two major resources in our area have agreed to participate in the Infopass Program as *libraries of last resort*, to provide access to information not available elsewhere in the area. They do not receive reimbursement for this service. The policies of these two libraries are summarized below:

Infopass Policies of Northwestern University Libraries in Evanston

Access: An Infopass is required for access to the Main Library, the Deering Library, and the Science-Engineering Library during hours of limited access: after 5:00 P.M. Monday through Friday; after 12:00 Noon on Saturday, and all day Sunday. An Infopass is not required for admittance to the Libraries from 8:30 A.M. - 5:00 P.M. Monday through Friday, 8:30 A.M. to 12:00 Noon on Saturday, or at any time during the summer session or intersession. An Infopass qualifies the user for one admittance only.

Reference: Reference service is limited at all times to directional and simple information questions only. In cases of serious need, referring librarians should make prior arrangements by telephone (492-7656) for any additional service needed.

Infopass Policies of The University of Chicago Joseph Regenstein Library

The University of Chicago Library is not normally available for use by individuals who are not associated with the University, except by special arrangements made through the inquirer's home library – and then only between the hours of 9:30 A.M. and 4:30 P.M., Monday through Friday, and 9:30 A.M. to 1:00 P.M. on Saturday. Access to any department of the Library is by pass issued by the Cashier-Privileges Office (Joseph Regenstein Library, 120b), which is open only during the above hours. That office will issue a visitor's pass to the original holder of an Infopass on the understanding that the librarian signing the Infopass certifies that the holder needs to use *specific titles which are not held by other public, academic, or special libraries he is eligible to use.*

5. *Consult LICCMA*: Regardless of which source(s) you have used to locate the needed resources, you will need to refer to LICCMA to ascertain if the source library you have decided upon participates in the Infopass Program, and if so, what services it provides to Infopass users, and the name and telephone number of the Infopass Contact person.

6. *Call Source Library*: With the exception of Northwestern University Libraries in Evanston and the Joseph Regenstein Library at the University of Chicago, a telephone call to the Infopass Contact of the Source Library is *required* before issuing an Infopass. The call is needed to confirm the willingness and ability of the source library to provide the resources and services sought. It also provides an opportunity to arrange an appointment, if required, and to obtain directions and parking instructions, if necessary.

Although Northwestern does not require a telephone call, it encourages referring librarians to call the Information Desk at 492-7658 to verify availability of specific titles before referring users to the library. Up to three titles will be checked per user.

The Joseph Regenstein Library of the University of Chicago, on the other hand, can not respond to telephone inquiries asking whether a specific title is in the Library and available for use at any given time.

7. *Complete Infopass*: The Infopass is a three-part carbonless form. The referring librarian is responsible for completing all but the lower right portion of the form. In the box at the upper left, print the information requested about the source library—its name, address, and the name of the Infopass Contact librarian with whom you spoke. Please be sure to print the source library's name in full. Abbreviations confuse users, the Council office, and even the source libraries.

In the box below on the lower left, print the information requested about your library—the referring library: name, address (again, no abbreviations, please). Below, sign your name! *An Infopass which is not signed by the referring librarian need not be honored.*

In the box at the upper right, print the date, and the information requested about the user being referred: his/her name, address, telephone number, and the number from one of his/her standard pieces of identification. Circle the type of identification used. This I.D. number eases security clearance at the source library and prevents unauthorized use of the Infopass.

About midway down on the left side of the Infopass there is space to write in "subject or type of material requested." Please state the information requested in this space as specifically as possible. An example of a well-written request would be "1977 issues of *Psychology Today.*" A poorly written version of that request might read "Psychology." The more specific you can be, the less time the librarian at the source library and your user will have to spend re-identify-

ing an information need you have already identified. Also, please note if your library will absorb any expenses (photocopying costs, replacement of unreturned materials, etc.) the source library may incur in serving your user.

Below this on the Infopass form, you are asked to indicate whether "one-time" or "extended use" of the resource library is needed. If you feel that your user can complete his work in the source library in one visit, check "one-time use." If you believe more than one visit will be required, check "extended use." Please note, however, that even if you have checked extended use, you cannot assume that return visits will be offered by the source library. Infopasses are, in principle, for one-time use and it is up to the user to request return visit privileges of the librarian at the source library who can determine whether a return visit is warranted and possible.

8. *Provide directions*: Your user may need directions for driving to the source library or using public transportation. You may also want to inquire about parking instructions during your telephone call to the source library. Such instructions were omitted from the second edition of LICCMA.

9. *Distribute Infopass parts*: Retain the white top copy of the Infopass for your files. It will provide a record of your library's use of Infopass as a referring library, and of user requests you are not able to satisfy with your own resources. Give the two remaining copies of the Infopass to your user for presentation at the source library. You need not notify the Council office of Infopasses issued, as it is the source library's responsibility to mail completed copies of Infopasses to the Council office.

10. *Maintain a supply of Infopasses*: The Council office provides supplies of fifty Infopasses at a time to dues-paying members and supplies of ten to affiliate public libraries. When you have used one of your last Infopasses, contact the Council office for an additional supply.

INFOPASS PROCEDURES FOR SOURCE LIBRARIES

1. *Check Infopass*: Check the Infopass brought by the user to ascertain if it has been properly filled out. Please insert any information available to you which has been omitted by the referring librarian. Confirm that the Infopass has been signed. An unsigned Infopass need not be honored.

2. *Assist user*: Please be as thorough as possible in assisting the user. Infopasses are, in principle, for one-time use; if extended use of a particular resource is indicated, arragements for return visits should be made during the initial visit.

3. *Record assistance*: Complete the lower right portion of the Infopass as fully as possible. Any comments which may help to evaluate or improve the Infopass Program will be greatly appreciated.

4. *Return final copy*: Keep the green copy of the Infopass for your records and mail the bottom, buff-colored copy to the Council office with all others you have collected during the past month.

INFOPASS STATISTICS

The Infopass Program has proved to be not only a well-liked, but also, a well-used program, as indicated by the statistics below:

SERVICES:

Regenstein Library has a General Reference Department, the services of which include providing assistance to the users of the main card catalog. Specialized subject reference services are available on other floors and in outlying departmental libraries. ILL are limited to faculty and graduate students doing thesis work, or to requests submitted by Illinois library systems through the ILLINET program. Three week loan, no renewal. Address Interlibrary Loans, Joseph Regenstein Library, 1100 East 57th Street. No telephone requests accepted.

The Photoduplication Department supplies copies of library materials owned by the University (when such copying conforms to copyright law, agreements made with donors of gift materials, and the physical condition of the item). The Department offers complete facilities for copying and duplicating and conventional facsimile reproduction and rapid-copier facilities. It maintains an archive of negatives of University of Chicago theses and dissertations back to earliest years; posi ive microfilms and paper photocopies are available for purchase. Coin operated photocopying machines (5-10¢/page) are available for self-service or on a service basis at numerous locations in the library. Microform readers. Microfilm reader/printer (15¢/page).

INFOPASS PRIVILEGES:

The University of Chicago Library is not normally available for use by individuals who are not associated with the University, except by special arrangements made through the inquirer's home library - and then only between the hours of 9:30 A.M. to 4:30 P.M. Monday through Friday, and 9:30 A.M. to 1:00 P.M. on Saturday. Access to any department of the Library is by pass issued by the Cashier-Privileges Office (Regenstein Library 120b), which is open only during the above hours. That office will issue a visitor's use pass to the original holder of an Infopass card on the understanding that the librarian signing the Infopass card certifies that the card holder needs to use specific titles which are not held by other public, academic or special libraries he is eligible to use.

Note: No Library department can respond to telephoned inquiries asking whether a specific title is in the Library and available for use at the moment.

INFOPASS CONTACTS:

Cashier for holders of Infopass Cards. For information, Regenstein Reference Department (753-2977).

STAFF:

ADMINISTRATIVE OFFICES 753-3460	
Stanley McElderry, Director, JRL 181	753-2933
Karen Heydegger, Administrative Assistant, Budget JRL 181	753-2936
Howard W. Dillon, Associate Director for Public Services, 181	753-2954
Kenneth W. Soderland, Assistant Director for Administrative Services, JRL 181	753-2902
Robert C. Schnoor, Administrative Assistant, Physical Plant, JRL 181	753-2956
Charles T. Payne, Assistant Director for Systems, JRL B75	753-3796
David F. Bishop, Assistant Director for Technical Services, JRL 173	753-2903
Frederick F. Clark, Development Officer, JRL 181	753-2937
Walter J. Wells, Personnel Officer, JRL 180	753-2931
Dennis R. Melhouse, Personnel Assistant, JRL 180	753-2929
DEPARTMENTS AND SERVICES	
Acquisitions, JRL 170 753-3440	
Charles A. Helzer, Head, JRL 174	753-2904
Jacqueline Coats, Assistant Head, JRL 170	753-4099

PITTSBURGH REGIONAL LIBRARY CENTER

RECIPROCAL BORROWING STATEMENT FOR ACADEMIC BORROWERS

Policy and Procedure

It is recognized that it is the responsibility of each PRLC academic member institution to build a library collection that will support the needs of their faculty, and students. However there may be occasions when the library's resources are not adequate for their own faculty and student needs. On these occasions academic member institutions will practice resource sharing and follow the procdures outlined below for reciprocal borrowing. Interlibrary loan policies and procedures will be followed when patron does not go in person to the lending institution.

I. BORROWING

A. Faculty

1. May borrow books at PRLC academic member institutions upon presentation of their faculty ID card.
2. Other materials may be loaned at the discretion of the lending library.
3. The terms of the loan will be made by the lending library.

B. Graduate Students

1. May borrow books at PRLC academic member institutions upon presentation of their current or validated ID card.
2. Other materials may be loaned at the discretion of the lending library.
3. The terms of the loan will be made by the lending library.

C. Research Personnel with faculty equivalencies and Officers of the College or University (i.e. Presidents, Vice Presidents, Provosts)

1. May borrow books at PRLC academic member institutions upon presentation of their current or validated ID card.
2. Other materials may be loaned at the discretion of the lending library.
3. The terms of the loan will be made by the lending library.

D. Undergraduate Students

1. May borrow books at PRLC academic member institutions upon presentation of a borrowing form. Consult the Resource Directory before sending student to a library to be certain a specific library will honor undergraduate student borrowing. This form will:

   a) Identify the borrower:
   b) Identify the subject material required and/or the title of the book(s):
   c) Be signed by a librarian of the borrower's college: lists of authorized signatures will be furnished to each participating library:
   d) Be valid for one week.

D. Undergraduate Students (cont.)

The pink copy of the completed form is to be retained by the home library. The white original and yellow copy are to be given to the student to take to the lending library. The lending library will retain the white original for its own records; it will accumulate yellow copies for three months and then return them to the borrowing libraries.

2. The terms of the loan will be made by the lending library.

II. Lost, Overdue and Damaged Book Procedures

A. Fines will be charged, cost of lost or damaged books will be assessed to all patrons. These assessments will be made at the rate of the lending institution's charges.

1. Two weeks after a book is due the PRLC Library Charge Invoice is sent to the borrower for the cost of the book(s), processing fee, and accrued fines, which will be computed daily and allowed to reach a maximum of $10.00 per overdue book. At this time a copy is sent to the Director of the borrower's library for information.

2. If payment is made, or book returned and fine paid, the head librarian will be notified with the Clearance Notice (pink copy). The note on the back of the invoice requests the borrower to present the form when paying the bill. The "Payment Received" and "Date Received" should be completed as a receipt for the borrower.

3. If after an additional two weeks, i.e. one month from due date, the account is still outstanding, the yellow copy of the invoice will be sent to the head librarian only, as the second notice. This will alert him/her to contact borrower and take whatever measures are appropriate, e.g. telephone, attach transcripts, etc.

4. The addresses of member libraries as given in the PRLC Directory will be used for all mailings.

5. Three times a year (April, August and December) each library, whose faculty and students have failed to return books, will receive a statement of the costs of these books. A copy will be sent to PRLC headquarters.

6. By July 1 each year, each academic library will reconcile outstanding accounts accumulated by its faculty and students with the lending library. Reimbursement will be made for cost of materials only and not fines accrued.

7. Those persons delinquent as outlined in point #3 above, will have their names sent to PRLC headquarters and be placed on a stop list. This list will be maintained and disseminated by the headquarters staff when new names are added. Member libraries may refuse to lend materials to patrons on this list.

II. Lost, Overdue and Damaged Book Procedures (cont.)

B. A stop list will be maintained and disseminated by PRLC headquarters.

1. Those persons delinquent for four (4) months as outlined in II, A. #5, will have their names placed on a stop list.

2. These names will be sent to PRLC headquarters when the quarterly copy of "statement of overdue accounts" is sent to the borrower's library.

3. The list will include name, ID number, status and institution of borrower.

4. PRLC Headquarters will compile this list and send to all academic member libraries of PRLC.

5. When a patron clears his account who has been placed on the stop list, the library must immediately notify PRLC Headquarters who will notify all academic libraries of this clearance.

rm
10/19/77

UNIV. OF TENNESSEE
9/80

MEMORANDUM OF AGREEMENT BETWEEN STATE TECHNICAL INSTITUTE AND THE UNIVERSITY OF TENNESSEE/KNOXVILLE, PROVIDING RECIPROCAL LIBRARY PRIVILEGES FOR STUDENTS AND FACULTY

September 5, 1980

Students and faculty of each institution may borrow materials from the library of the other institution under the following policy and procedures.

1) Students and faculty seeking loans must show proper identification.

   The following identification is acceptable:

   For UT students, a validated identification card.

   For State Technical Institute students, a validated identification card.

   For faculty of both schools, the faculty ID card.

The borrower's student or social security number shall be recorded on each charge card.

2) The regulations of the lending library will apply. At both libraries the loan periods will be two weeks for students, four weeks for faculty.

3) Customary notices will be sent when books are overdue. If books are not returned and fines paid the borrower's library will assume responsibility as if the loan had been made at the home library.

4) After a period of five (5) weeks from date due, it will be assumed that overdue books cannot be recovered. Once each quarter the lending library will prepare a statement of charges for lost books (including a processing charge) and unpaid fines and send it to the librarian of the institution at which the delinquent borrowers were enrolled. If the statement is in order, the librarian will endorse it and forward it to his/her business office for payment.

5) Institutions will not be required to pay the uncollectable fines of their students and faculty. However, it is expected that the borrower's record will be noted and that he will be required to clear his record before being allowed to re-enter school or before a transcript is issued.

6) Each library's first responsibility is to its own students and faculty. If a book is needed on the home campus, it will be called in.

7) Each institution is responsible for providing library resources to support and stimulate its own educational programs and should consider the cooperating library a supplement to its own collections, never as the primary source of instructional materials.

The period of this Memorandum of Agreement is from the first day of_____ to the thirty-first day of_____, provided, however, it may be terminated thirty (30) days after either party hereto receives written notice from the other party of its notice of termination. This Memorandum of Agreement may be renewed by execution by both parties hereto of a Renewal Agreement.